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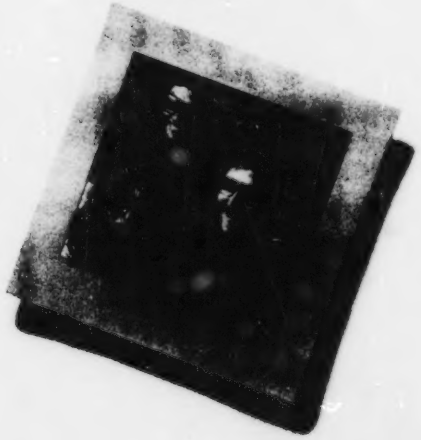
WCB
Workers Compensation
Board of Manitoba

1989 ANNUAL REPORT

"A commitment to service."



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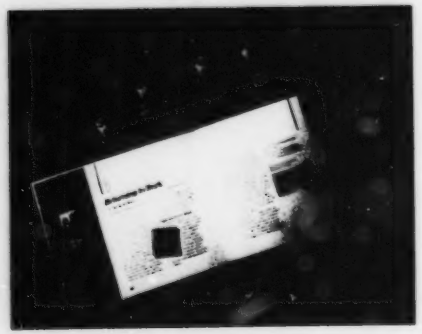
Letter of Transmittal



WCB
Workers Compensation Board of Manitoba
333 Maryland Street, Winnipeg, Manitoba, Canada R3G 1M2
Telephone: 786-5471, Rural Manitoba call Toll Free: 1-800-362-3340

Honourable Ed Connery
Minister Responsible for
The Workers Compensation Act
343 Legislative Building
Winnipeg, Manitoba R3C 0V8

Dear Mr. Minister:

We are pleased to present our 1989 Annual Report in accordance with the provisions of the Workers Compensation Act. This report covers the 12 month period from January 1, 1989 to December 31, 1989, and includes a statement of the accounts required to be kept under the Act.

Respectfully submitted,

Judge Robert Kopstein
Chairperson

From the Chairperson

In the 1988 Annual Report, my predecessor reported that work on reforming Manitoba's workers compensation system had begun. Indeed, it had! Since that time, through the extraordinary joint efforts and energies of my colleagues on the Board of Commissioners, Chief Executive Officer Graham Lane, his Executive Management team and supportive staff at all levels, the process of reform has made significant progress.

Important services to injured workers – initial adjudication and the resolution of appeals – have become much more timely. Also, compensation insurance coverage has been extended to a number of previously uncovered workers. Average assessment rates declined in 1989 and will remain stable in 1990, while still generating a modest surplus to reduce the accumulated unfunded liability. The phasing-in of our experience-sensitive rating system proceeds. Consultation and open communication with stakeholders is a basic tenet of the Board's thrust toward improvement.

At this time, all available resources are focused upon resolving, in the most acceptable way, the problems which remain. The immediate object of our approach is to establish the WCB as one which merits confidence – a confidence arising out of the demonstrated ability of the Board to manage fairly and responsibly the trust reposed in it. While the stakeholders may be justified, for the time being, in remaining skeptical, I am satisfied that the planning and the organization now in place, together with the initiatives underway, will go a long way in resolving problems that remain.

Beyond improvements already achieved, many of which are detailed in the following pages, the Government should be credited for its insight in moving to restructure the Board of Commissioners. This restructuring has accomplished two important benefits. Firstly, it has begun to separate, at last, the appeal function from the governance function of the Board. Secondly, through the appointment of non-aligned public interest members to the Board of Commissioners, in addition to those who are representative of the worker and industry communities, the objectivity of decision-making in policy matters is enhanced.

At the beginning of this new decade with a new century in sight, it is important to review and update the concepts upon which workers compensation has evolved over the past several decades. It is important because,

Judge Robert Kopstein
Chairperson

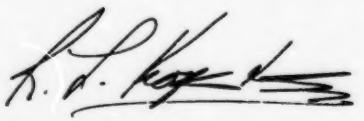
"The immediate object of our approach is to establish the WCB as one which merits confidence – a confidence arising out of the demonstrated ability of the Board to manage fairly and responsibly the trust reposed in it."

Judge Robert Kopstein

as employers and workers have argued both to the Legislative Review Committee and elsewhere, some of the problems with which the Board has been and will be confronted are more profound than mere administrative efficiency can address.

While some of the Board's difficulties in recent years may be attributed to the weakness of the organization, inadequate planning and poor control, the more fundamental cause of its deficiencies lies, in my opinion, in the fact that the foundations for workers compensation (cast some 70 years ago to bear the weight of the modest benefits contemplated at that time) have not been re-cast or strengthened to support the programs of greater magnitude which have evolved to meet the expanded needs of the succeeding years. Those foundations are thus showing the signs of strain in terms of a large unfunded liability, and of the pressures upon the Board to accept as compensable causes for disability, physical and psychological conditions that were not contemplated when the legislation was first enacted.

It is my belief that in the interests of both employers and employees, the Government and the Board of Commissioners must, over the next year or two, re-assess the basic principles upon which the system is to continue to function — not to limit or restrict the compensation benefits which have evolved, but to open the door to the consideration of ideas which have the potential of building a better, fuller and more equitable system.



Judge Robert Kopstein
Chairperson

Operations Report

Service improvements and financial stability were the primary operational goals for 1989 and both were realized.

Service

The reorganization into multi-disciplinary units within the Benefits Division has had a positive effect on service levels to both injured workers and their employers and will result in the WCB being well-positioned to effect more active case management services in the future. The introduction of the Initial Adjudication Unit has also helped facilitate quick service for regular claims.

Service response time improved significantly in 1989 as the result of increased staff levels, enhanced technological supports, organizational changes and staff training. It was further improved by the significant drop in the backlog at the primary, review and final appeal level. Time delays awaiting medical review panels were also reduced.

The WCB continued to expand the management information system that will provide key performance indicators to effectively monitor service levels.

While statistics for 1989 showed that the duration of compensation claims increased, it should be noted that this increase could be mainly attributed to the WCB's success in significantly reducing the backlog of outstanding time loss claims.

Benefit entitlements to claimants were also improved through Bill 46, introduced by the Honourable Ed Connery, Minister responsible for the Workers Compensation Act, and passed by the provincial legislature.

During 1989, WCB officials met with employers, workers, employer associations, labour and worker organizations to listen to, answer and discuss concerns, and convey news of proposed program changes.

The reform of the assessment system helped to better ensure that the costs of the programme were fairly distributed between registered employers. It now includes an experience recognition component. A revised policy was adopted by the Board to ensure coverage for all workers in the construction, logging and transportation industries.

The WCB is also working closely with health-care professionals on revisions to joint approaches to treatment and service timing issues that will benefit both injured workers and their employers.

Graham F.J. Lane
Chief Executive Officer

Executive Management Committee

Standing: ***Joe Cottreau,*** *Director of Community Relations and Human Resources;* ***George Harms,*** *Executive Director of Finance and Administration;* ***Carla Loewen,*** *Manager of Board Support Services;* ***Dave Greason,*** *Executive Director of Information Systems and Planning.*

Seated: ***Karn Sandy,*** *Executive Director of Benefits;* ***Graham Lane,*** *Chief Executive Officer.*

Financial

The WCB's 1989 operations produced a surplus on class "E" (general employers pool) operations for the first time in nine years. This surplus occurred even though the average class "E" assessment rate declined. The Board also announced that the rates would not increase in 1990.

High interest rates helped contribute to a significant amount of revenue being earned with an overall increase in the Investment Portfolio and cash reserves of $53 million (inclusive of the receipt of the $16 million contribution by the Province of Manitoba).

Although administrative costs continued to increase in excess of the rate of inflation, those increases actually contribute to the improved financial position as they allow reduced caseloads for adjudicators and counsellors. This permits appropriate and more timely adjudicative and rehabilitation decisions. The increasing use of technology should also reduce the growth of administrative costs to the rate of real growth and inflation in the future.

During the reorganization phase, non-recurring expenses were incurred that should provide long-term benefits to all program stakeholders. These non-recurring expenditures include system development expenses, consultant fees, legal counsel expenses and expenses related to bringing the WCB's telephone and other facilities to acceptable levels. As well, a significant cost increase in 1989 was directly related to the increase in staff levels necessary to ensure appropriate service delivery and efforts to enhance staff effectiveness and productivity (ranging from significant staff development expenditures to the implementation of adjustments arising out of the joint management-union job evaluation process.)

New Initiatives and Major Accomplishments

The list of accomplishments for 1989 is extensive. The WCB's new Research and Planning Department produced the first comprehensive plan in the WCB's history. A vocational rehabilitation discussion paper was also produced and circulated to stakeholders. The WCB now has a formal training policy to better ensure that staff is equipped to provide effective service to industry and labour. A Community Relations Division was

formed to improve communications between the WCB and its publics. Quarterly reports were prepared and distributed. A WCB Ombudsman was appointed to provide impartial and independent review services to labour and industry.

In 1989, the WCB completed a joint management-union job evaluation project which has resulted in salary levels for staff positions being equitably set. A three-year collective agreement was ratified between CUPE Local 1063 (which represents approximately 85% of WCB staff) and the Workers Compensation Board of Manitoba.

The Board is very appreciative of the conscientiousness displayed in the services provided by staff, particularly during this period of rapid and extensive change.

Accident Prevention and Re-employment

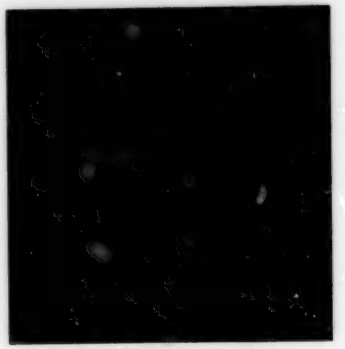
In 1989, there were 51,029 claims reported to the WCB. This represents a production loss of more than 700,000 days and does not begin to account for non-monetary personal losses. Manitoba cannot afford these types of losses if it is to remain a good place to work, live and prosper.

The WCB is working with the Workplace Safety and Health Division of the Manitoba Department of Labour to assist the compensation system's stakeholders with accident prevention. Agreements were entered into with the Winnipeg Construction Association and the Manitoba Heavy Construction Association to enable them to introduce a safety officer program in 1990. The WCB is also involved with a number of initiatives to promote safety and has representatives on the Workplace Safety and Health Advisory Council (observer status), the Manitoba Safety Council and the Accident Prevention Association of Manitoba. The WCB will expand its communication of information from its data bases to stakeholders in efforts to promote safety.

The WCB reorganized and expanded its reemployment services to injured workers and employers in 1989 and relocated those expanded services to modern facilities.

1990 and Beyond

Timely intervention, claimant rehabilitation plans, and the adoption of a strategy to address the WCB's significant unfunded liabilities are primary goals for 1990, along with continued measures to update tech-



The WCB's new Research and Planning Department produced the first comprehensive plan in the WCB's history.

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"There would appear to be reasonable hope that the program can be amended structurally, conceptionally, and operationally to meet the needs of a new decade of employers and their employees."

Graham Lane

nology and introduce work-simplification techniques.

A Client Services Unit has been established to provide counsel to employers with respect to high accident rate and claims cost experience.

The WCB expects to produce further service improvements in 1990. The automated file tracking system will be expanded to speed-up file retrieval. A special claims unit is being introduced in 1990 to concentrate on effective processing of occupational disease and other complex claims. Another unit is being established to ensure long-term claimants receive effective rehabilitation services.

Preliminary work on an automated clearance system was completed in 1989 for implementation in 1990. This new system will provide employers 24-hour turn around on their queries as to the registration of employers and labour contractors with the WCB. This, combined with the new directory of registered employers to be published periodically throughout the year, should better protect employers from the cost risks which may be associated from contracting unregistered employers.

The WCB intends to complete the development of and adopt a strategy to address its accumulated unfunded liabilities in 1990. The accumulated deficit from the pre-1989 era requires assessment revenues approximately 15% higher that they would otherwise have to be and it results in the accident costs of prior years being assessed against current and future employers. Presently, the existence of an unfunded liability at the WCB affects the competitiveness of Manitoba business through its impact on premiums assessed.

Aggressive technological development is required if the WCB is to provide effective service at a reasonable cost over the long-term. A multi-year strategy has been developed which will bring the capabilities of computer assistance to all decision makers at the WCB according to the requirements of each position. Information required by each worker will be provided in the four communication modes – voice, image, word, or data combined in a real-time network for effective delivery.

The significant current year expenditures of the WCB in this component of Board operations are expected to be effective investments for the long-term. Similar and higher levels of such expenditures are being incurred in other WCB jurisdictions as the

provincial compensation agencies work to update their programs.

Conclusion

The operations of the WCB improved significantly in 1989 and the basis for further improvements is present. There would appear to be reasonable hope that the program can be amended structurally, conceptually, and operationally to meet the needs of a new decade of employers and their employees.

The Workers Compensation Board is only one organization among many that is involved directly or indirectly in matters related to workplace accidents and illnesses. As the WCB becomes more effective, it is becoming more involved in on-going relationships with the Workplace Safety and Health Division of the Department of Labour, individual firms, the organized labour movement, employer associations, the healthcare sector, injured worker associations, safety organizations and others. Because workplace accidents and illnesses affect the well-being of society as a whole and when this fact becomes more recognized throughout society, the efforts and initiatives of the WCB will be gradually more effective with the growing integration of its role within society directed towards the prevention of accidents and the effective rehabilitation of those who become accident victims.

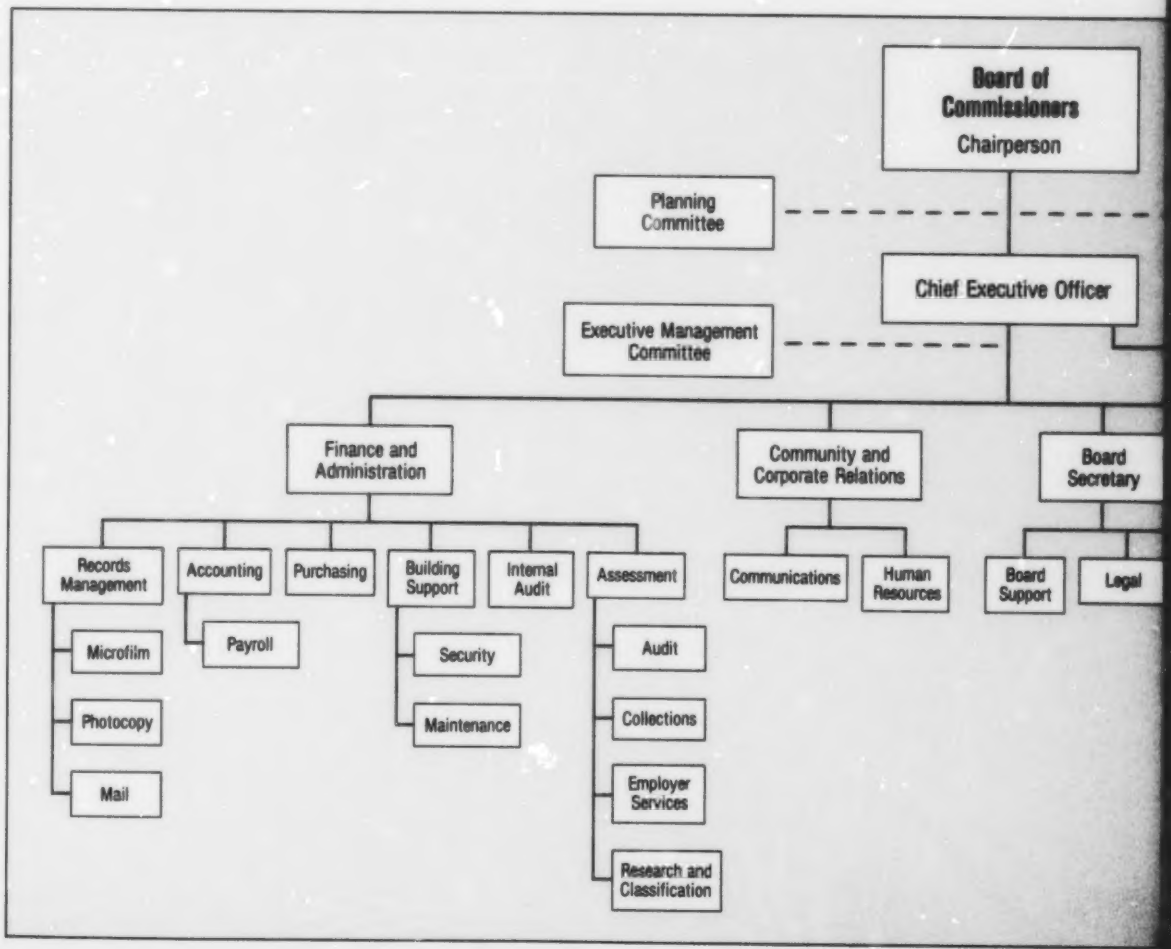
Structure

Organizational Chart

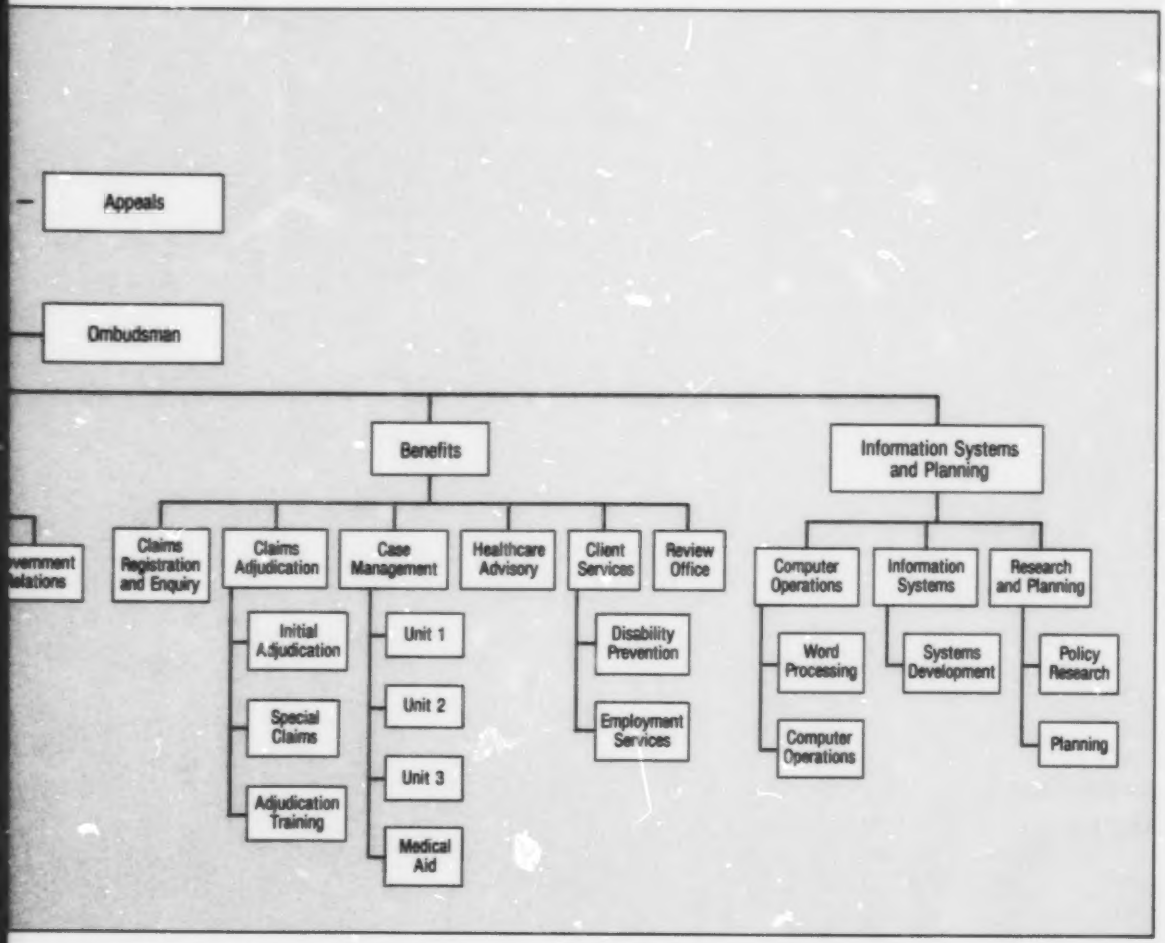
The Year of Change best describes 1989 at the Workers Compensation Board of Manitoba. A massive reorganization touched almost every segment of the WCB's structure.

Highlights include:

- The addition of an Ombudsman
- The appointment of a permanent Appeals Panel
- The establishment of a Planning Committee
- The establishment of five distinct divisions
- The establishment of an Executive Management Committee
- Basic structural changes within each division



Organizational Chart ▶
Revised January/90



Note 1:
The Workers Compensation Board Administers the Criminal Injuries Compensation Act.

Note 2:
Internal Audit has direct access to CEO and Board of Commissioners.

Note 3:
WCB Ombudsman has direct access to the Board of Commissioners.

The Act

The Workers Compensation Act with Bill 46 Amendment.

Through an act of legislation by the Province of Manitoba in 1916, compensation for injured Manitoba workers became a reality. This system of collective liability, governed by the Worker's Compensation Act, meant that employers would now share the cost of compensation of their workers. In exchange, they would not be vulnerable to costly lawsuits.

Since that time, the Workers Compensation Act of Manitoba has evolved. The Workers Compensation Board exists to administer the Act and the compensation system it creates. The most recent review of the Act was done in 1987 by the Legislative Review Committee on Workers Compensation Reform.

Many of this committee's recommendations were implemented by the Board in 1989 and others are under consideration. The WCB incorporated the research conducted by the province's Implementation Team for Workers Compensation Reform into its Research and Planning Unit in 1989. This unit assisted in the preparation of Bill 46 for consideration by the government. Bill 46 was subsequently passed in 1989 and allowed for pension increases to injured workers and their surviving dependents that reflected the change in the Consumer Price Index.

Bill 56, which recently passed third reading of the legislature will create a part-time Board of Directors and a separate Appeal Commission. It will enrich benefits for surviving spouses and children and strengthen the WCB's powers to address inappropriate actions of workers and employers. A number of antiquated provisions of the present Act will also be repealed or modernized.

Board of Commissioners

In August of 1989, the Honourable Ed Connery, Minister responsible for the Workers Compensation Act, appointed Judge Robert Kopstein as Chairperson of the Board of Commissioners.

"Judge Kopstein, well known for his thorough review of the Manitoba Public Insurance Corporation, brings to this process his extensive knowledge of the insurance industry and an in-depth understanding of complex policy and administrative issues facing Manitoba crown corporations," said Mr. Connery.

Brian King, Chairperson of the Board of Commissioners until August of 1989, was appointed Chairperson of the newly-implemented Permanent Appeal Panel. Elaine Smith, Commissioner representative of industry and Harry Mesman, Commissioner representative of workers were also appointed to the Permanent Appeal Panel at that time.

These appointments accompanied the government's announcement that the Board of Commissioners would be expanded to include three part-time commissioners to broaden the community representation on the Board: A. Rodney Thorfinnson, President of the Health Sciences Centre; Louis Plantje, former Deputy Minister of Labour; and Marvin Seale, former Associate Dean, Faculty of Agriculture at the University of Manitoba. These Commissioners address administrative and policy matters of the WCB and do not regularly become involved with appeal matters. These changes to the Board, implemented by the Government of Manitoba, are intended to provide the Board with additional expertise and objectivity.

As well as a structural change, there were many personnel changes on the Board of Commissioners. Commissioner Lissa Donner (representative of workers and a former member of the Legislative Review Committee) left the Board in January 1989 and was replaced by Harry Mesman. Pat Orloff was then appointed to the Temporary Appeals Panel to assume the position vacated by Mr. Mesman. Mr. Mesman resigned his position on the Permanent Appeal Panel in December, 1989 and was replaced by Rod Frisken.

The Temporary Appeals Panel operated throughout 1989. It was initially comprised of Chairperson George Davis, John Bryngelson, representative of industry and Harry Mesman. Subsequent to Mr. Mesman's appointment to the Board of Commissioners, Pat Orloff was appointed to the panel.

Planning Committee
A. Rodney Thorfinnson, Louis Plantje, Marvin Seale, Judge Robert Kopstein.

The Board together with the Appeal and Temporary Appeal Panel Commissioners representative of workers and industry formed the Board of Commissioners in 1989. This Board meets on a monthly basis to decide policy issues, budget matters, major expenditures, assessment rates and other administrative issues. Items brought forward to the Board may be initiated by the Administration, by the Planning Committee of the Board (which is currently comprised of the three part-time commissioners, Chairperson Judge Kopstein and, as a non-voting member, the Chief Executive Officer) or at the request of Board members.

Board Support Services

This branch provides secretarial and administrative support to the Appeals Panels, the Chairperson and the Board of Commissioners. The Manager of Board Support represents the Board of Commissioners at the Executive Management Committee.

Staff members in this area are responsible for scheduling Board Hearings, arranging Board Reviews, and preparing documentation for the Appeal Panels prior to a review or hearing. They also prepare and distribute Board Minutes and Orders for the Board and provide secretarial and administrative support services to the WCB Ombudsman.

File Access for the purpose of appeals and the access to information under the Freedom of Information Act is the responsibility of this branch.

This branch is also responsible for the operations of the Satellite Facility where board hearings are held by the Appeal Panel. All Medical Review Panels, as well as meetings of the Medical Access Committee, are arranged by this branch and are held at the satellite facility.

The WCB Claims Process

1. *Assessing the Employer*
2. *Reporting the Accident*
3. *Adjudicating the Claim*
4. *Healthcare and the WCB*
5. *Timely Intervention*
6. *Returning to Work*
7. *Making an Appeal*

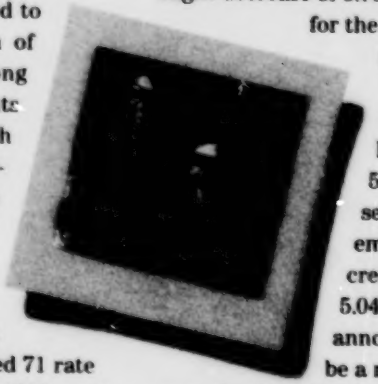
1

Assessing the Employer

***Mission:* "To provide a no-fault, collective insurance service for Manitoba employers and workers at reasonable rates."**
1989 Comprehensive Plan

The responsibility for levying and collecting assessments for the operation of the Workers Compensation Board lies with the Assessments Branch of the Finance and Administration Division. Employers are separated into different industry classifications and rates are determined to reflect an equitable distribution of the cost of compensation among industry members. The Assessments Branch registers and classifies each employer according to the industry groups outlined in the Workers Compensation Act.

This was the first year of a four-year phase-in period of a new experience-sensitive assessment rate setting system which combined 71 rate groups into six new categories. By 1992, each of the six new industry categories will contain five rates, the category average, 10% above and below the category average and 20% above and below the category average. This new system will enhance collective liability and provide greater rate stability for Manitoba employers. The experience component allows for rate differentials between firms, depending on their claims experience.

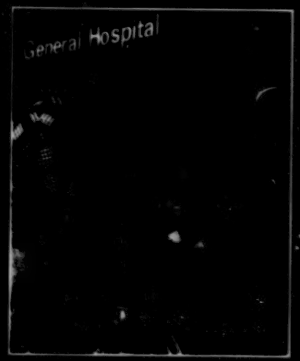


This was also the first year since 1981 that rates stabilized for Manitoba employers. A slight decrease of 5.76% in the average rate for the general employers' pool (class "E") was announced at the beginning of the year. Rates were reduced by 5.41% for the voluntary sector while public sector employers had an increase in average rates of 5.04%. In December it was announced that there would be a nominal decrease in rates for Class "E" and voluntary employers for 1990.

A new policy affecting employers and workers in the construction, transportation and logging industries was introduced in 1989. In order to ensure coverage for all workers in these industries, any sub-trades who are not employers or independent contractors or who are not registered with the WCB as labour contractors must be covered by the general contractor or the principal. A clearance system developed by the WCB advises contractors and principals which sub-trades are registered. The assessment of sub-trades who are not in good standing with the WCB may become the responsibility of the contractors or principals who hire them.

In 1989, the Assessment Branch approved special coverage for 962 firms in 48 categories (a complete listing is included in the 1989 statistics brochure). These firms obtained coverage on a voluntary basis after meeting the criteria for acceptance.

Employers may appeal their assessment-related decisions through the Assessment Committee. The number of employer appeals on assessment-related issues was significantly reduced to 289 from a total of 386 in 1988. (See Assessment Committee Appeals statistics page 31).



2

Reporting the Accident

***Mission:* "To ensure the provision of prompt and effective financial, medical and rehabilitative services to Manitoba workers who are victims of occupational injuries and disease in insured industries."**

1989 Comprehensive Plan

Benefits Division

The massive reorganization of 1989 focused mainly in this division. Several objectives were developed and addressed which resulted in:

- the establishment of multidisciplinary units (aligned along geographic, major employer and industry sectors) for case management
- improved services for queries and the handling of no-time loss claims
- the promotion of disability prevention and management
- the establishment of an Initial Adjudication Unit
- reduced workloads
- work simplification measures
- increased and improved liaison with healthcare, government and employer communities
- seminars for stakeholders
- substantive reductions in the backlog of unadjudicated claims by year end

The Benefits Division is divided into the following:

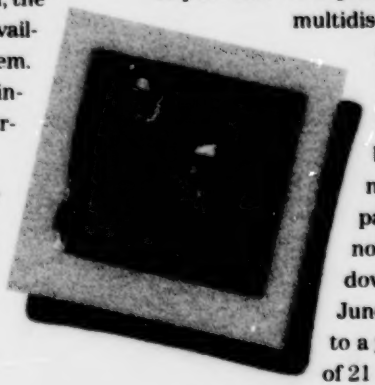
Registration & Enquiry Unit

Registration & Enquiry is the first point of entry for compensation claims by Manitoba workers and was established to improve the handling of queries and to process no-time loss claims. This Unit registered 51,029 claims in 1989 and adjudicated the claims involving no time loss from work. An average staff complement of 12 enquiry officers (up to 15 during busy periods) handled approximately 600 calls per day as well as thousands of walk-in claims in 1989.

The Registration & Enquiry Unit was developed, in part, to free more time for adjudicators. This unit responds to routine calls and handles problems such as obtaining delayed

reports and information to ensure the claimant will experience fewer delays.

A new phone system was installed to further improve service. Under this system, the caller is connected to the first available operator through a relay system. Facsimile equipment was also installed in this area to facilitate information gathering.



Increased staff training and the installation of an electronic memoing system (to put pertinent information on file) were also completed.

Initial Adjudication Unit

The establishment of the Initial Adjudication Unit within the Benefits Division has further improved service by promptly issuing cheques for straight-forward claims. The Unit was operational for the last half of 1989 and was issuing approximately 220 cheques each week at year end. Eight to 10 days was the average time lapse between the last day the claimant worked and the issuance of payments. Approximately 40-45% of cheques issued through this unit in 1989 covered the full period of time loss.

By year end, this unit processed between 500-600 files each week – approving nearly half of them for payment. (The others would require further adjudication within the multidisciplinary units.)

The establishment of the Initial Adjudication Unit assisted in bringing the average number of days to first payment of claim (from notification) for all claims down from a yearly high in June of more than 35 days to a yearly low in November of 21 days. During some weeks in 1989, this average fell even lower.

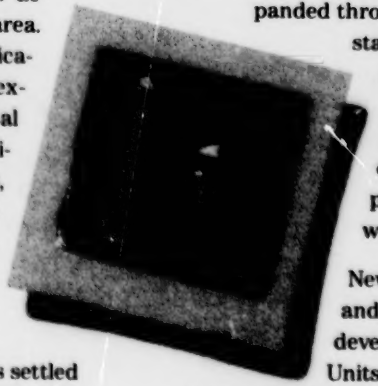
The average number of days to first payment, notwithstanding the evident improvement, rose in 1989 partly as a result of successful efforts to dramatically reduce the level of more lengthy time-delayed unadjudicated claims. As the backlog of these cases dropped, the higher average number of days affected the average for the year.

3

Adjudicating the Claim

Multidisciplinary Units

Reorganization into the multidisciplinary units was a major initiative for Benefits Administration. Prior to the reorganization, various services had been segmented into specific departments, i.e. Vocational Rehabilitation, Claims, Payments, etc. The reorganization combined these departments into three distinct units which are each responsible for specific employers according to industry or geographic area. Each unit is comprised of adjudicators (representing two levels of expertise and experience), vocational rehabilitation consultants, rehabilitation nurses, medical advisors, unit clerks, record clerks, field representatives, payment assessors and administrative assistants.



Adjudication

There were 21,611 time loss claims settled through these three units in 1989. The time between notification of accident and adjudication of the claim varied, depending on the complexity of the claim, but the majority of cases were adjudicated in 20 days or less. Factors which affect adjudication time can include: delays in reporting the accident to the WCB; investigation required due to inadequate, vague or conflicting information; or research required to determine a work-related disease.

Backlogs and service delays were addressed and reduced. Regional services were also expanded through increased travel by staff to Northern Manitoba. Advertisements in local newspapers appeared prior to the visits to ensure greater participation by employers and workers with concerns.

New policies, procedures and major programs were developed for the Benefits Units. An initial policy manual and new administrative reporting methods were developed. The division also developed and implemented policies and mechanisms for addressing allegations of fraud.

Claim Services Statistics/1989

Claims	1989	1988
1989 claims registered in 1989	49,028	50,988
Prior year claims registered in 1989	2,001	1,884
Total	**51,029**	**52,872**
Claim files processed during 1989		
Settled in 1989 (see page 22)		
Medical Aid Only	17,573	18,121
No Cost Claims	7,133	6,882
Time Loss Claims	21,611	22,161
Total	**46,317**	**47,164**
Claims Initially Rejected*	726	711
Claims Referred**	6,887	5,814
Total	**53,930**	**53,689**

* *Number of claims rejected for which the individual worker filed an application for benefits. These rejections are based on adjudicative decisions — example: accident not arising out of and in the course of employment; no accident established.*

** *Number of medical service accounts refused for which an individual or organization other than the injured worker applied for payment of services. This refusal would result if, for example, the account was not related to a compensation claim, if there was no worker coverage, or if the claim was payable in another jurisdiction.*

Pension Benefits*	1989	1988
Permanently Disabled	4,732	4,774
Widow(er)s	552	554
Children	310	312
Other Dependents	12	13
Total	**5,606**	**5,653**

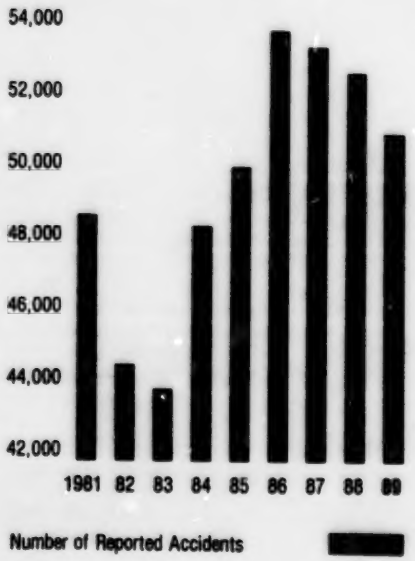
* *Total number of permanently disabled workers (totally or partially disabled) including dependents of those fatally injured, in receipt of pensions as of December 31, 1989.*

Regular visits to the claimant's healthcare professional (physician, osteopath, physiotherapist, chiropractor) are necessary throughout the claimant's recovery to ensure continued payments.

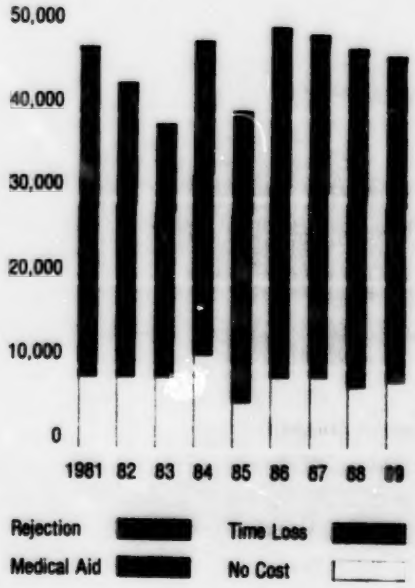
Throughout recovery, the worker and healthcare professional keep the W.C.B. informed of the progress.

Accidents*

Accidents Reported/1981-1989



Claims Settled/1981-1989

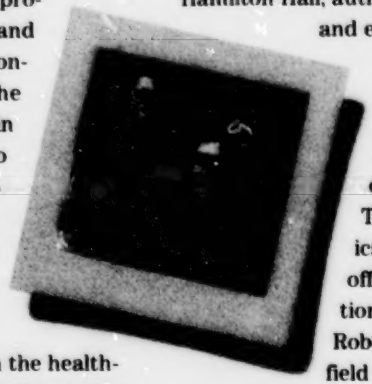


**51,029 accidents, diseases reported in 1989 as compared to 52,872 in 1988, a decrease of 3.49%.*

4

Healthcare and the WCB

Medical advisors, chiropractic advisors, support staff and a rehabilitation hospital coordinator comprise the Healthcare Advisory Services Branch. This unit provides healthcare information and opinions to adjudicators, vocational rehabilitation staff and the various levels of appeals within the WCB. Medical advisors also examine claimants to assess physical status and/or the degree of permanent impairment related to the compensable injury or condition.



Increased understanding within the healthcare community of the compensation system in Manitoba was a primary goal. Representatives of the WCB and Manitoba Medical Association formed a sub committee to revise and simplify medical reporting forms for 1990 and address problems identified by both parties. Joint councils were formed with the physiotherapist and chiropractic associations of Manitoba to improve communication.

The WCB sponsored two conferences in 1989 that featured special sessions for the healthcare community. The first was with Dr. Hamilton Hall, author of "The Back Doctor," and expert in the field of pain management and intervention techniques for lower back injuries. Over 100 professionals attended this healthcare session. The second was "Ergonomics in the Workplace" which offered healthcare practitioners a chance to hear Dr. Robert Webb, an expert in the field of ergonomics.

The Healthcare Advisory Services Branch informs Manitoba healthcare professionals about WCB policies and procedures and their role in the settling of workers compensation claims. In some cases, attending physicians' reports are supplemented through consultations with specialists and access to required diagnostic services and treatment programs.

5

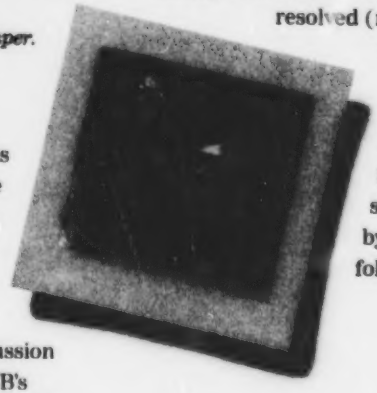
Timely Intervention

Mission: **"To assist the worker achieve gainful employment, primarily in the Manitoba market place, by offering services which firstly provide for employability and secondly facilitate employment."**
Vocational Rehabilitation Discussion Paper.

Vocational Rehabilitation

Vocational Rehabilitation provides for a timely return to work by the claimant, taking into account the worker's pre-accident status and post-accident capabilities, aptitudes, and interests.

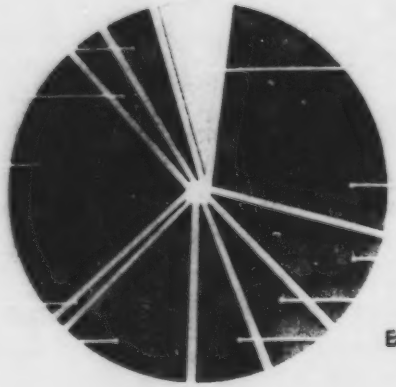
The Vocational Rehabilitation Discussion paper increased visibility of the WCB's vocational rehabilitation function in 1989. Vocational rehabilitation consultants established stronger ties with employers and increased their knowledge of various industries and the situations unique to each. Standard formats for Individualized Written Rehabilitation Plans were developed in 1989 for implementation early in 1990. These plans outline a specific action path developed and agreed to by the vocational rehabilitation consultant, the worker and, where applicable, the participating employer.



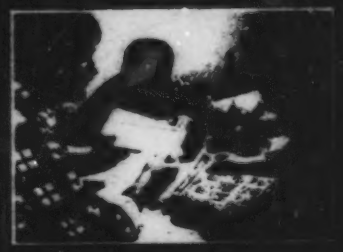
During 1989 1,183 rehabilitation cases were resolved (required no further services). At the end of the year, 1,445 cases remained active and were receiving appropriate services as illustrated by the chart on the following page.

Vocational Rehabilitation Services Statistics/1989

Active Cases *(as of Dec. 31, 1989)*



**Estimated*
***On average, 100 cases are resolved monthly*



If further re-employment assistance is required, an employment specialist works with the claimant and the vocational rehabilitation consultant. The employment specialist maintains contact with employers in the community and presents employment solutions and alternatives to the claimant and employer.

On the job training and other work experience programs can also be arranged by the employment specialist.

6

Returning to Work

A Team Effort

Vocational Rehabilitation Support

1989 was the first year the WCB dedicated resources specifically to provide research and development of new programs, policies and techniques to support the vocational rehabilitation function within the WCB.

The support area, with substantive staff input, developed a discussion paper on the role and functions of vocational rehabilitation within the WCB. The purpose of the paper was to clearly define and provide future direction for the program and consult with external audiences such as employers, workers, the healthcare community and the government regarding these directions. Reaction to the paper and the accompanying presentations throughout the province was generally favourable. Many positive suggestions are being incorporated which will result in a formalized policy paper that will be ready for distribution in 1990.

Vocational Rehabilitation Support sponsored the "Ergonomics in the Workplace" conference. Dr. Robert Webb, an expert in the field, led the conference for vocational rehabilitation consultants and helped to further educate business, labour, and healthcare interest groups in the science of ergonomics.

Employment Services Branch

This branch provides services to injured workers unable to return to pre-injury employment by reason of the compensable injury or condition and who require assistance to secure alternate employment. Employment specialists develop and maintain a prospective employer inventory (i.e. job bank) for potential employment opportunities for workers.

An employment specialist works with the vocational rehabilitation consultant and the worker to establish appropriate goals consistent with employment barriers. A job-finding club instructor provides supportive counselling, workshops, resume preparation, and various related services to claimants requiring additional assistance.

In 1989, this branch centralized its programs within a more accessible location on Portage Avenue. The move accompanied an open house to introduce the facility to stakeholders and the community. A publicity campaign to educate the public about reemployment was launched simultaneously. Known as the ***RSVP (Reliable Skilled Valuable People)*** campaign, its purpose is to develop a more positive approach to the injured worker and inform employers of the benefits of participating in the program.

An individualized marketing program was implemented to provide assistance to workers with extraordinary problems or barriers in the pursuit of re-employment (i.e. lack of communication skills, extreme lack of marketable skills, severe physical impairment/ disability, etc.) This intensive program proved to be valuable for cases where a successful resolution had not been possible using regular services.

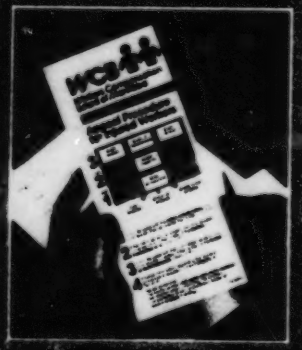
Employment services representatives resolved 220 cases in 1989. As of December 31, they were actively involved with 337 injured workers.

Employment Specialist Statistical Outline

Active Cases *(as of Dec. 31, 1988)*	Number of Cases
Wage Loss	160
Job Search	130
Work Assessment	18
Training on the Job	8
Other	21
Total	**337**

An employment specialist may refer a worker to the Job Finding Club or provide assistance with resume preparation, interview skill workshops and support groups.

Employers hiring injured workers can take advantage of special programs offered by the WCB. Associated costs for assessment and trial periods as well as job site modifications are often covered.



Claimants and employers have a right to appeal claims decisions

7

Making an Appeal

Both claimants and employers may appeal decisions related to the adjudication of the claim or the assessment levied.

If claimants or employers are dissatisfied with claims-related decisions at the level of initial adjudication, they may appeal at the Review/Rehabilitation Committee Level. If the decision is upheld, they may request consideration by the Appeal Panel.

Review/Rehabilitation Committee

This unit within the Benefits Division considers all appeals of primary adjudication or vocational rehabilitation decisions (excluding assessment related issues). Committee members review the case to assess the merits of the appeal. They can refer the case back to the primary level of adjudication, request a Medical (physiological) Review Panel or a Neurosis (psychiatric) Panel, or initiate additional investigation or medical evaluation.

In 1989, a step was eliminated in the appeals process to save time for the appellant. Claimants or employers requesting an appeal could now go directly to the Review/Rehabilitation Committee level rather than awaiting a reconsideration at the initial adjudication level.

Also in 1989 (although not to be implemented until 1990), it was decided to incorporate the Review/Rehabilitation Committees into one Review Office. Each review officer would make individual appeal decisions, consulting with other senior staff where appropriate, and may hold informal meetings with the claimant or employer beforehand when warranted. This may improve the timeliness of the review.

Review Rehabilitation Committee Statistics/1989

Jan. 1, 1989 to Dec. 31, 1989	1989	1988
Previous Decision Rescinded or Amended	235	184
Previous Decision Confirmed	485	492
Claims Referred to Medical Review or Neurosis Panel	23	26
Claims Referred to Board of Commissioners	228	240
Total	930	942

* *Total adjudication decisions made by the Review Committee were 720 with 235 of those decisions rescinded or amended. (Approximately 33%)*

Appeal Panels

If it is necessary to make a further appeal after the Review/Rehabilitation Committee, a claimant or employer can request a Board Review of the file or a Board Hearing. If a hearing date is scheduled, the appellant may present the case in person (with or without the assistance of an advocate).

Prior to August of 1989, the Board of Commissioners was responsible for both the administrative and adjudicative functions at this level. In August, the Minister responsible for the Workers Compensation Act announced an expansion of the board structure to include a new Chairperson and three part-time commissioners. The previous Board and the temporary appeal panel would be devoted full-time to the hearing of appeals. Each Appeal Panel consists of an independent chairperson and one commissioner representing labour and one commissioner representing employers.

The Panels hear appeals at the WCB's Satellite Facility in downtown Winnipeg. This is also where hearings of the Medical Review and Neurosis Review Panels are convened.

The waiting period between the date a hearing was requested and the date scheduled was reduced from seven months to four weeks. This eliminated the backlog of claimants and employers awaiting hearing dates in 1989. Also reduced was the number of files awaiting panel decisions in 1989. As of December 31st, there were only 30 as compared to 91 at the previous year's end.

Cases awaiting a Medical Review Panel saw an improvement in the waiting period between date requested and actual date of panel convening from 37 weeks at the end of 1988 to 24.4 weeks as at December 31, 1989.

Appeal Panels Statistics/1989

Appeals carried forward from 1988	91
Board Hearings Held in 1989	285
Board Reviews in 1989	62
Cases heard in 1989 but carried over to 1990 for decision	(30)
Decisions	**388**
Appeals Accepted	85
Appeals partially accepted	31
Appeals Rejected	272
Total	**388**
Medical Review Panels Held	49
Neuroses Review Panels Held	3

Permanent Appeal Panel
Rod Friskin, Commissioner (replacing Harry Messman); Brian King, Chairperson; Elaine Smith, Commissioner

Temporary Appeal Panel
Pat Ortloff, Commissioner; George Davis, Chairperson; John Bryngelson, Commissioner

File Access

For the purposes of an appeal, injured workers (or their authorized representative) may obtain a photocopy of the entire correspondence section of their file as well as all medical information submitted after September 15, 1983. Medical information submitted prior to 1983 can only be provided with the doctors authorization.

An employer requesting a copy for the purpose of an appeal may receive a copy of the correspondence section of the file. Copies of external healthcare practitioner reports are not available to the employer.

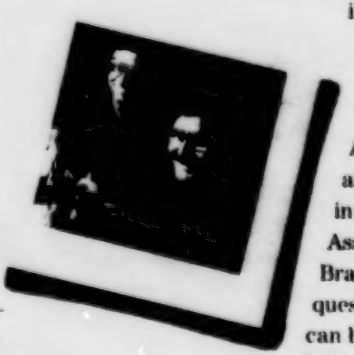
Backlogs in this area were eliminated in 1989 with the hiring of two staff members devoted entirely to this function. File access requests are now dealt with in a timely fashion.

File Access Statistics/1989

Requests for file copies by:	Requests
Worker	440
Representative/advocate	586
Employers	228
Total	1254

Assessment Committee – Finance Division

While employers cannot appeal their assessment rates, they may appeal assessment-related decisions such as the industry classification, penalties levied, individual liabilities and the cancellation of special coverage.



Appeal requests are forwarded in writing to the Assessments Branch and if requested, a hearing can be convened. A three-member committee is set up to hear appeals. Appeals received by this committee were down approximately 25%.

In 1989, this committee developed a procedural manual for implementation in March of 1990.

Assessment Committee Statistics/1989

Jan. 1, 1989 to Dec. 31, 1989	Approval*	Rejection	Total
Reinstatement of Coverages	10	1	11
Penalties	80	35	115
Industry Classification	23	28	51
Employee Status	26	38	64
Individual Liability	25	6	31
Referred to Board of Commissioners			17
Total			**289**

**Denotes any change to an original decision.*

Efficiency, Planning and Keeping Track

The Information Systems Branch provides computer facilities and systems for the WCB.

Statistical data is compiled by Information Systems.

Information Systems and Planning Division

Information Systems

Information Systems provides the computer services which assist the operation of the Workers Compensation Board.

In 1989, Information Systems implemented a claim file allocation system which automatically distributes new claims to adjudicators based on complexity, physical location and employer.

A claim file agenda system was implemented to manage the daily workloads of adjudicators. Ensuring an even workload distribution allows claims to be handled in a prompt, efficient manner.

In order to hasten replies to phone enquiries a system was implemented to provide rapid access to most claims information through computer terminals. This reduces the need to physically retrieve claim files each time a query is made.

1989 saw the implementation of the first phase of an automated file tracking system to ensure rapid file location. The system utilizes bar codes similar to the ones appearing on most retail products.

An automated clearance system for employers in the construction, transportation and logging industries, was developed to ensure rapid responses for contractors requesting information about the registration status of sub-contractors. A rate-setting model was also developed to determine the claims experience history of individual employers.

The Information Services Division provides most of the statistical data contained within the annual report and the statistical supplement.

Research and Planning

A Research and Planning Branch within the division was established. This Branch is responsible for policy and program development to address the needs of the future of the compensation system of Manitoba.

The branch (with input from all divisions) produced and distributed the Workers Compensation Board's first comprehensive plan. The plan examined future issues, identified specific actions to be taken in 1989 in key tactical areas, offered several possible financial scenarios for the future and identified the general direction of the WCB.

Research and Planning prepared a number of

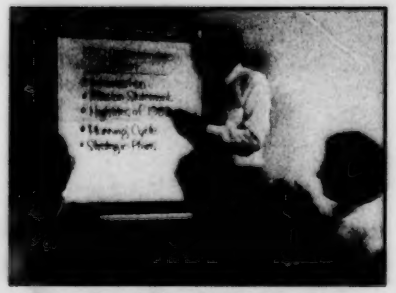
statutory amendments to the Workers Compensation Act, including Bill 46 and 56, in 1989. (Bill 46 was discussed earlier in this report under the heading "Board of Commissioners.") Bill 56 was not passed by the provincial legislature until March of 1990.

This branch was also responsible for the formalization of a policies and procedures manual process where board directives and policy memos were compiled and assembled for development into a comprehensive manual in 1990.

Research and Planning developed a number of policies that were approved by the Board of Commissioners. The accelerated hearing of appeals, and the adjudicative criteria for lead toxicity, were two examples of the policies prepared.

This branch also assisted Information Systems develop the computer-based rate-setting model for the new assessment rate system by examining the technical aspects of the model and reviewing the rationale.

Implementation Team activities (following the Report of the Workers Compensation Review Committee) were incorporated into the WCB through Research and Planning. The financial models for the various scenarios in the comprehensive plan were prepared by this branch in 1989.



A Research and Planning Branch was established in 1989.

File retrieval became more efficient in the latter part of 1989 with the implementation of the automated file tracking system.

Opening the Lines of Communication

Community Relations and Human Resources Division

The importance of increased communications with all publics and the professional development of staff was reinforced during the period of reorganization. The establishment of a director for this division provided leadership and focus in an area that was fairly new to the Workers Compensation Board of Manitoba.

Communications Branch

The corporate communications function of the WCB was reviewed and recommendations for desired changes were made in 1989. The resulting report stressed the need for proactive communications with all major publics of the WCB including government, labour, business, and employees.

In 1989, this branch oversaw the development of a new logo which was accompanied by sketches of people representative of the publics of the WCB.

Employee communications were improved with the introduction of "Boardtalk" a monthly newsletter focusing on various developments and staff news at the WCB.

The Communications Branch developed the RSVP and "Exploding the Myths" program for the Employment Services Branch to address public misconceptions about claimants re-entering the workforce. Rather than "injured worker," the term RSVP was developed to imply a "return" to work by ***Reliable, Skilled, Valuable, People.*** In support of this campaign, an open house for staff, employers, government representatives, and labour was coordinated to formally announce the opening of the new location of Employment Services at 763 Portage Ave.

Also in 1989, support materials were developed for various branches to explain WCB programs and services.

Communications to external publics were enhanced through news conferences and positive contact with the Manitoba media. Advertisements and feature articles were placed in various trade and business publications explaining WCB services. Government representatives were informed about changes and accomplishments at the WCB. The 1988 annual report was produced; tours were arranged for various representatives; surveys were distributed to walk-in claimants to monitor service; and improved employee communications initiatives were developed.

Managing a Valuable Resource

Human Resources Branch

The Human Resources Branch proceeded with a number of new initiatives in 1989. Negotiations with CUPE Local 1063 resulted in a collective agreement that would take the majority of WCB personnel into March of 1992.

Human Resources also coordinated the evaluation of all full-time positions within the WCB both unionized and non-unionized. The evaluations were done jointly with management and labour participating and, in the case of the out-of-scope positions, a management consultant firm's expertise was sought. The evaluations resulted in consistent guidelines for the descriptions of all positions within the WCB. A new salary range structure was also introduced for management positions that would allow more flexibility and range to each position.

An Employee Assistance Plan was introduced to staff members that provides support and counselling for employees and their immediate families in areas that may affect their health and well-being.

Other employee benefits to improve were the long term disability options and Blue Cross extended health care. Human Resources revitalized the Visual Display Terminal Eye Testing Program, where employees using terminals regularly would be reimbursed for eye examinations.

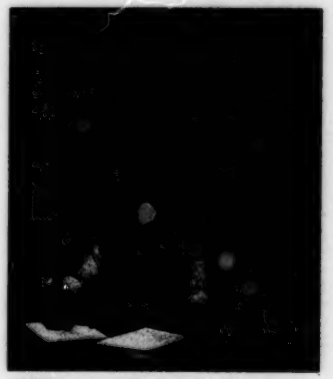
For new positions within the WCB and for the filling of existing ones, Human Resources introduced formal interview panels and conducted a total of 113 recruitment competitions in 1989.

Training

A full-time training coordinator was hired to ensure the professional development of staff members. A formal training and development policy was established to address the particular needs of the WCB.

During the course of the year, 93 staff members took development training courses ranging from one day to six weeks in total. An Adjudicator Apprenticeship Training Program was developed in conjunction with senior adjudicators that would provide a formal training manual for new adjudicators and serve as reference for experienced adjudicators.

Other highlights of the year include the introduction of a corporate Toastmasters Club, the co-ordination of six public seminars for staff led by national experts, the development of an in-house medical terminology program for support staff and in-house team-building sessions.



CUPE Local 1063 signed a three-year collective agreement with the WCB.

This agreement affected the majority of staff at the WCB.

WCB Ombudsman

Alan Scramstad
WCB Ombudsman

In 1989, the WCB of Manitoba became the first Board in Canada to appoint an internal Ombudsman. The WCB Ombudsman is an independent and non-partisan officer of the WCB who investigates specific complaints from the public regarding the administration with the authority to make recommendations and publicize administrative actions.

The WCB Ombudsman may become involved in a case before or after a decision has been reached by the WCB. The mandate includes investigating complaints regarding application of policy and procedural fairness and ensuring the appropriate information is received by the individual registering the complaint. When the complaint is received after the WCB has made its decision, the WCB Ombudsman determines whether the WCB had reasonable grounds on which to base that decision. The services of the WCB Ombudsman are available to all members of the public including employers and claimants.

Fiscal and Financial Responsibility

Finance and Administration Division

This division included Finance, the Assessments Branch and Building Support Services Branch in 1989.

Building Support Services

This branch coordinated several physical moves for the WCB in 1989 including the relocation of Employment Services, Information Systems, Appeals Panel, Research & Planning, various areas within the Maryland location, and the Criminal Injuries Compensation Board.

For the installation of the new phone system, Building Support Services acted as the liaison between the Manitoba Telephone System and the WCB. In addition to the new system, approximately 300 lines were changed or added to the WCB. Also coordinated through this area was the addition of facsimile machines within the various branches at the WCB.

A central photocopying facility was established that featured the capability for long runs and extensive sorting and stapling to reduce costs associated with commissioning outside agencies.

Through Building Support Services, many physical improvements were made in 1989 that enhanced the appearance and comfort of the WCB location at 333 Maryland.

Finance and Administration issued approximately 5,500 pension amendment cheques in 1989.

Building Support Services coordinated the implementation of a new phone system.

Finance

The Finance Branch enhanced the development of the budget system for all divisions.

The WCB's first quarterly financial reports were produced in 1989.

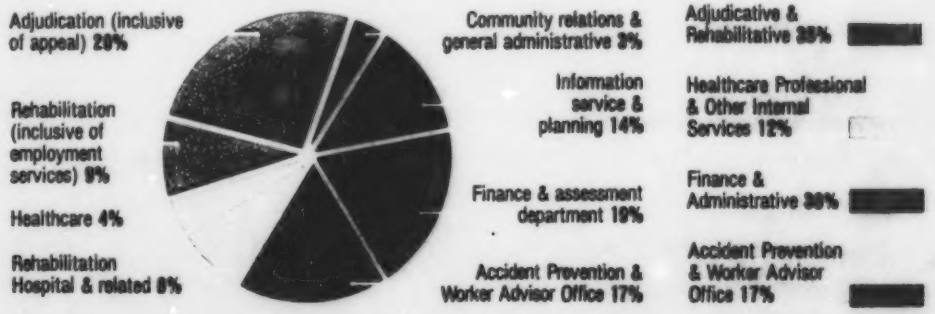
In 1989, this branch enhanced the development of the budget system within the WCB to provide a more comprehensive and accountable method of reporting for all divisions. The system was implemented for 1990.

Pension indexing, legislated by Bill 46 in 1989, was coordinated through this branch and involved the retrieval of nearly 5,500 pension files from storage in order to manually change and enter the new amounts. Calculations were made and reviewed within this branch before retroactive payments were sent to pensioners.

Also in 1989, the WCB's first quarterly financial reports were produced. The WCB's operations produced a surplus on Class "E" (general employer's pool) operations for the first time in nine years. This surplus occurred even though the average Class "E" assessment declined in 1989.

High interest rates helped contribute to a significant amount of revenue being earned with an overall increase in the Investment Portfolio and cash reserves of $53 million (inclusive of the receipt of the $16 million contribution by the Province of Manitoba).

WCB Operations Administrative Costs/1989

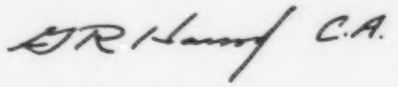

Adjudication (inclusive of appeal) 20%
Rehabilitation (inclusive of employment services) 9%
Healthcare 4%
Rehabilitation Hospital & related 8%
Community relations & general administrative 3%
Information service & planning 14%
Finance & assessment department 19%
Accident Prevention & Worker Advisor Office 17%
Adjudicative & Rehabilitative 33%
Healthcare Professional & Other Internal Services 12%
Finance & Administrative 33%
Accident Prevention & Worker Advisor Office 17%

Responsibility for Financial Reporting

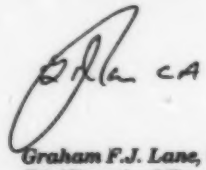
The accompanying financial statements, and other financial information in the annual report, are the responsibility of management and have been approved by the Board. The accompanying financial statements were prepared by management in accordance with the accounting principles set out in Note 2 to the financial statements and of necessity, include some amounts based upon management's best estimates and judgements. Any financial information contained elsewhere in the annual report conforms to these financial statements.

As management is responsible for the integrity of the financial statements, management has established systems of internal control to provide reasonable assurance that assets are properly accounted for and safeguarded from loss.

The external auditors have performed an independent examination of the financial statements of the Board in accordance with generally accepted auditing standards.



George Harms, C.A.
Executive Director of Finance and Administration



Graham F.J. Lane, C.A.
Chief Executive Officer

Auditors' Report

KPMG Peat Marwick Thorne
Chartered Accountants
1200-447 Portage Avenue
Winnipeg, Manitoba R3B 3H5
Canada
Telephone (204) 949-1584
Telecopier (204) 943-0350

Auditors' Report

To The Workers Compensation Board of Manitoba:

We have examined the balance sheet (being Exhibit I) of The Workers Compensation Board of Manitoba as at December 31, 1989 and the accompanying financial statements (being Exhibits II to VI) for the year then ended. Our examination was made in accordance with generally accepted auditing standards, and accordingly included such tests and other procedures as we considered necessary in the circumstances.

In our opinion, these financial statements present fairly the financial position of the Board as at December 31, 1989 and the results of its operations and the changes in its financial position for the year then ended in accordance with the accounting principles set out in Note 2 to the financial statements applied on a basis consistent with that of the preceding year.

Peat Marwick Thorne

Chartered Accountants
Winnipeg, Canada
March 2, 1990

Member Firm of
Klynveld Peat Marwick Goerdeler

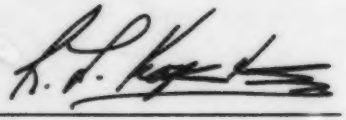
Financial Statements

Exhibit I/Balance Sheet

December 31, 1989 with comparative figures for 1988 (000's)

The accompanying notes are an integral part of these financial statements.

Approved on behalf of the Board:



Chairperson

Assets:	1989	1988
Receivables *(Note 3)*	$ 2,197	$ 1,988
Investments *(Note 4)*	213,676	183,236
Short-term deposits *(Note 5)*	77,974	55,938
Receivable — The Province of Manitoba *(Note 6)*	0	16,386
Fixed assets *(Note 7)*	1,894	1,019
Total	$ 295,741	$ 258,567
Liabilities and Reserves:		
Accounts payable and accrued liabilities	$ 3,150	$ 2,165
Deferred revenue	331	1,305
	3,481	3,470
Provisions for future payments:		
Pension obligations	292,567	274,948
Future cost of existing claims	213,954	202,161
	506,521	477,109
Total liabilities	510,002	480,579
Disaster Reserve	11,130	10,000
Accumulated Unfunded Liabilities *(Exhibit IV)*	(225,391)	(232,012)
Total	$ 295,741	$ 258,567

Exhibit II/Statement of Operations - Class E General Employers Pool

For the Year Ended December 31, 1989 with comparative figures for 1988 (000's)

	1989	1988
Revenues:		
Assessment revenue	$ 119,130	$ 117,524
Investment Income	29,332	22,411
	148,462	139,935
Operating costs:		
Compensation, inclusive of pensions awarded	52,696	58,905
Medical aid	12,102	10,700
Rehabilitation	8,700	8,407
Provision for future costs	45,510	54,459
	118,948	132,471
Administration	19,061	15,648
	138,009	148,119
Excess (deficiency) of revenues over operating costs	$ 10,453	$ (8,184)

The accompanying notes are an integral part of these financial statements.

Exhibit III/Statement of Operations - Other Classes

For the Year Ended December 31, 1989 with comparative figures for 1988 (000's)

The accompanying notes are an integral part of these financial statements.

	1989	1988
Revenues:		
Assessment revenue	$ 11,423	$ 10,981
Interest expense	(54)	(32)
	11,369	10,949
Operating costs:		
Compensation, inclusive of pensions awarded	5,282	5,886
Medical aid	1,657	1,472
Rehabilitation	698	652
Administration	2,551	2,089
Interest on pension amendments	268	372
	10,456	10,471
Excess of revenues over operating costs before provision for future costs	913	478
Provision for future costs *(Note 9)*	3,615	3,492
Excess of operating costs over revenues	**$ (2,702)**	**$ (3,014)**

Exhibit IV/Statement of Accumulated Unfunded Liabilities

For the Year Ended December 31, 1989 with comparative figures for 1988 (000's)

The accompanying notes are an integral part of these financial statements.

	Class E	Other Classes	1989 Total	1988 Total
Accumulated unfunded liabilities, beginning of year	$ (198,255)	$ (33,757)	$ (232,012)	$ (227,200)
Excess (deficiency) of revenues over operating costs	10,453	(2,702)	7,751	(11,198)
Transfers to Disaster Reserve	(1,130)		(1,130)	(10,000)
Contribution — The Province of Manitoba *(Note 6)*			0	16,386
Accumulated unfunded liabilities, end of year	**$ (188,932)**	**$ (36,459)**	**$ (225,391)**	**$ (232,012)**

Exhibit V/Administration Expenses and Other Charges

For the Year Ended December 31, 1989 with comparative figures for 1988 (000's)

	1989	1988
Administration expenses:		
Staff and service costs	$ 11,933	$ 9,820
Data Processing	1,690	1,000
Supplies and services	864	559
Communications	850	600
Building operations	962	510
Depreciation	347	202
Professional Fees	2,340	2,169
Grants	41	33
	18,727	14,893
Other charges *(Note 8)*:		
Charges under The Workplace Safety and Health Act	3,388	3,118
Expenses of Worker Advisors under Section 108(3) of The Workers Compensation Act	448	363
Implementation Team for Workers Compensation Reform	129	361
	3,965	3,842
Total administration expenses	22,692	18,735
Less recoveries:		
The Government of Canada for administering its employees' compensation program	914	832
The Government of The Province of Manitoba for administering The Criminal Injuries Compensation Act	166	166
Total recoveries	1,080	998
Total charged to Classes	**$ 21,612**	**$ 17,737**

The accompanying notes are an integral part of these financial statements.

Exhibit VI/Statement of Changes in Financial Position

For the Year Ended December 31, 1989 with comparative figures for 1988 (000's)

The accompanying notes are an integral part of these financial statements.

	1989	1988
Operating activities:		
Excess (deficiency) of revenues over operating costs	$ 7,751	$ (11,198)
Add (deduct): items not requiring an outlay of cash:		
Pension awards	11,148	22,216
Provision for future costs	49,179	57,983
Depreciation	265	164
Amortization of discount	(259)	(207)
Payments from the provisions for future payments:		
Pension obligations	(25,639)	(25,766)
Future cost of existing claims	(5,275)	(5,511)
Net changes in non-cash balances relating to operations:		
Receivables	(209)	(610)
Accounts payable and accrued liabilities	985	1,203
Deferred revenue	(974)	214
Cash provided by operations	36,972	38,488
Investment activities:		
Proceeds on maturity of investments	11,242	6,055
Purchase of investments	(40,130)	(25,262)
Change in accrued interest on investments	(1,294)	(474)
Cash applied to investment activities	(30,182)	(19,681)
Financing activities:		
Contribution — The Province of Manitoba	—	16,386
Receivable — The Province of Manitoba	16,386	(16,386)
Cash provided by financing activities	16,386	0
Additions to fixed assets	(1,140)	(137)
Increase in short-term deposits during the year	22,036	18,670
Short-term deposits, beginning of year	55,938	37,268
Short-term deposits, end of year	$ 77,974	$ 55,938

Notes to Financial Statements

Note 1. Authority and Operations

The Workers Compensation Board operates under the authority of The Workers Compensation Act, Statutes of Manitoba, Chapter W-200, as amended.

The operations of the Board are categorized in accordance with the Act, into the following employer classes: ***Class E*** —The general body of employers in Manitoba; Other Classes: ***Class A*** — Canadian Pacific Railway Company, and its subsidiaries; ***Class B*** — Canadian National Railway Company and its associated companies; ***Class C*** — The Crown in right of Manitoba and agencies of the Government; ***Class D*** — The City of Winnipeg.

Note 2. Significant Accounting Policies

The financial statements have been prepared in accordance with the following accounting policies which are considered appropriate for this organization:

a) Investments

i) *Bonds, Debentures and Mortgages*
Bonds, debentures and mortgages are recorded at cost at the time of acquisition. Discounts or premiums are amortized on a straight-line basis over the remaining term to maturity of the investment. The estimated market value of these investments has not been disclosed as the general policy of the Board is to hold these investments until their maturity.

ii) *Real Estate*
Real estate investments are recorded at the lower of cost or net realizable value.

iii) *Investment Income*
Investment income is allocated to the Class E, Other Classes funds and the individual provisions for future payments based on the average monthly balances of each fund.

b) Fixed Assets

Fixed assets are stated at cost less accumulated depreciation. The building is being depreciated over 30 years, pursuant to Section 94(15) of The Workers Compensation Act. All other assets are being depreciated on a straight-line basis over their estimated useful lives, as follows:

Building renovations	10 years
Automobiles	5 years
Furniture and fixtures	5 years
Leasehold improvements	5 years

c) Legislated Pension Amendments

The cost of anticipated future increases in pension benefits due to legislated amendments to The Workers Compensation Act is provided for, on an estimated basis, by applying a discount rate of 3% to pension awards during the year. The cost attributed to the Class E employers for these increased benefits is recovered from the annual assessment revenue of that class. The cost attributed to the Other Classes employers for these increased benefits is recovered with interest within a seven year period from the effective date of the legislated amendment.

d) Provisions for Future Payments

i) *Pension Obligations*

Capitalized values of pensions awarded are credited to the pension obligations provision which is then charged with pensions paid. The capitalized values are calculated using a 3% discount rate which provides for the estimated cost of anticipated future increases in pension benefits due to legislated amendments to The Workers Compensation Act.

The pension obligations provision was last confirmed as adequate by an actuarial review completed as at December 31, 1985. The next independent actuarial review will be performed in 1990.

The Board made an estimate of its liability in respect of pensions awarded prior to December 31, 1989 which confirmed the adequacy of the year-end pension obligations provision. This estimate was made using a 3% discount rate and the methodology used in the December 31, 1985 independent actuarial review.

ii) *Future Cost of Existing Claims*

This provision is the estimated amount required to meet the future cost of compensation, rehabilitation, medical aid, pension awards and administration of claims incurred prior to December 31, 1989 for all employer classes. Included in the provision is future cost of second injuries which is designed for workers in Class E suffering enhanced disabilities due to pre-existing conditions or disabilities arising from the work place.

iii) *Actuarial Review*

The adequacy of the provision for future cost of existing claims was established using an update of the methodology of the December 31, 1988 actuarial review. The next actuarial review will be done as at December 31, 1990.

e) Disaster Reserve

The Disaster Reserve is a reserve to recognize costs that could arise from a disaster or extraordinary circumstance which the Board considers could unfairly burden certain employers of Class E.

The Disaster Reserve was initially established by the Board in 1988 as a transfer from the Class E accumulated unfunded liability. In the current year, $1,130,384 was transferred to this reserve.

f) Assessment Revenue

i) *Class E Employers*

Assessment revenue is determined on the basis of estimated payrolls for the current year as reported by employers and the applicable industry assessment rate. Assessment revenue includes revisions to 1988 assessments based on actual payrolls for 1988 as reported by employers.

ii) *Other Classes Employers*

Assessment revenue represents the cash reimbursement to the Board for actual disbursements made on behalf of the Other Classes and for capitalized pensions which are charged to these classes.

g) Employee Pension Plan

The Employee Pension Plan was last valued at January 1, 1989. An actuarial certificate issued that date showed the plan to have an unfunded actuarial liability of $231,713.

An agreement between the Province of Manitoba and The Workers Compensation Board of Manitoba allowed certain employees to remain in the Civil Service Superannuation Fund instead of the Employee Pension Plan and the Board has provided for this estimated liability in its accounts.

h) Administration Expenses and Other Charges

These expenses, net of recoveries, are allocated proportionately to the Class E and Other Classes funds based upon the current year's benefit payments of each class.

The Board administers The Criminal Injuries Compensation Act for the Government of the Province of Manitoba and the employee compensation program of the Government of Canada. The operations of these administered programs are reflected only to the extent of the recoveries.

Note 8. Receivables

◀ *Amounts are shown in thousands (000's) of dollars*

Receivables consist of the following:	1989	1988
Assessments billed and outstanding	$ 3,307	$ 3,460
Less: allowance for doubtful accounts	1,981	1,889
Assessments receivable	1,326	1,571
Sundry accounts receivable	550	189
Recoverable from the Government of Canada	321	228
	$ 2,197	$ 1,988

Note 4. Investments

Amounts are shown in thousands (000's) of dollars

	1989	1988
Bonds and debentures issued or guaranteed by the following:		
Province of Manitoba	$ 72,646	$ 72,486
Government of Canada	13,225	12,650
Corporations	43,778	33,252
Hospitals	6,536	7,048
Municipal Corporations	6,349	5,932
Province of Ontario	4,912	4,891
Province of Prince Edward Island	498	498
Province of Quebec	1,118	1,116
Province of Saskatchewan	1,152	1,141
Province of Newfoundland	50	50
Province of Alberta	3,856	3,839
Province of New Brunswick	1,981	—
	156,101	142,903
Mortgages, National Housing Act (Canada)	40,633	36,347
Real estate	11,662	—
Accrued interest	5,280	3,986
	$ 213,676	$ 183,236

The average remaining term to maturity of the mortgages was 70 months as at December 31, 1989 (1988 — 59 months); the average interest rate earned in 1989 was 9.61% (1988 — 10.29%). The average remaining term of the bonds and debentures was 6 years as at December 31, 1989 (1988 — 7 years); the average interest rate earned in 1989 was 10.36% (1988 — 10.19%). The real estate portfolio produced an annualized return for 1989 of 12.73% and had an appraised value of $14 million as at December 31, 1989.

Note 5. Short-term Deposits

Amounts are shown in thousands (000's) of dollars

Short-term deposits consist of the following:	1989	1988
Short-term deposits with The Province of Manitoba	$ 82,522	$ 56,680
Bank overdraft	(4,548)	(742)
	$ 77,974	$ 55,938

Short-term deposits with The Province of Manitoba earned an average interest rate in 1989 of 11.87% (1988 -9.16%).

Note 6. Receivable — The Province of Manitoba

The receivable of $16,386,000 represented a contribution in recognition of the Board's interest income foregone as a result of reduced assessment rates during 1982 to 1987.

Note 7. Fixed Assets

Fixed assets consist of the following:

	Cost	Accumulated Depreciation	1989 Net Book Value	1988 Net Book Value
Building	$ 1,879	$ 1,002	$ 877	$ 955
Automobiles	56	16	40	47
Furniture and fixtures	586	117	469	—
Leasehold improvements	89	33	56	17
Building renovations	502	50	452	—
	$ 3,112	$ 1,218	$ 1,894	$ 1,019

◀ *Amounts are shown in thousands (000's) of dollars*

Note 8. Other Charges

Pursuant to The Workplace Safety and Health Act, the Province may pay the expenses incurred in the administration of that Act out of the Consolidated Fund and may, subsequently, recover such portion as it may determine from the class funds under The Workers Compensation Act. For 1989, the amount charged to operations under this provision was $3,387,947 (1988 — $3,117,671).

Also, under Section 108(3) of The Workers Compensation Act, the Province may pay the costs incurred in respect to Worker Advisors and may recover them from the class funds. For 1989, the amount charged to operations under this provision was $448,144 (1988 — $362,920).

Note 9. Capitalized Reserves

The Board's assessment practices neither were nor are in compliance with The Workers Compensation Act which requires a level of assessments sufficient to provide capitalized reserves for all program liabilities in the absence of a guarantee from the Federal or Provincial Government.

Class E employers are assessed on the basis of their estimated payrolls for the current year and the applicable industry assessment rate. Assessment rate increases have not been sufficient to provide for the required capitalized reserves.

In respect of the Other Classes employers, the Board's past and current administrative practice is to levy assessments only to the extent of:

1. Actual disbursements made on behalf of the Other Classes, and
2. Capitalized pension awards charged to these classes calculated using a discount rate which does not provide for future increases in pension benefits.

As a result of this practice, assessments charged to the Other Classes do not provide for any funds to capitalize reserves to pay for the estimated future cost of existing claims or the estimated future cost of increases in pension benefits due to legislated amendments.

The Board plans to continue to address this issue of non-compliance with the Act with the Government of Manitoba and the insured employers in 1990.

Note 10. Related Party Transactions

In addition to related party transactions which have been individually disclosed, these financial statements also include amounts arising from routine operating transactions with various Government of Manitoba controlled departments, agencies and corporations with which the Board is related. Account balances arising from these transactions are included in these financial statements.

Note 11. Lease Commitments

As at December 31, 1989, the Board had an aggregate future lease commitment of $1,422,582 (1988 — $686,706) in respect of leased facilities.

Note 12. Comparative Figures

Certain of the 1988 comparative figures have been reclassified to conform to the current year's financial statement presentation.

WCB
Workers Compensation
Board of Manitoba
1989
STATISTICS

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(Statistics in this booklet have been compiled by the Information Systems and Planning Division of the Workers Compensation Board of Manitoba.)

FIGURE 1

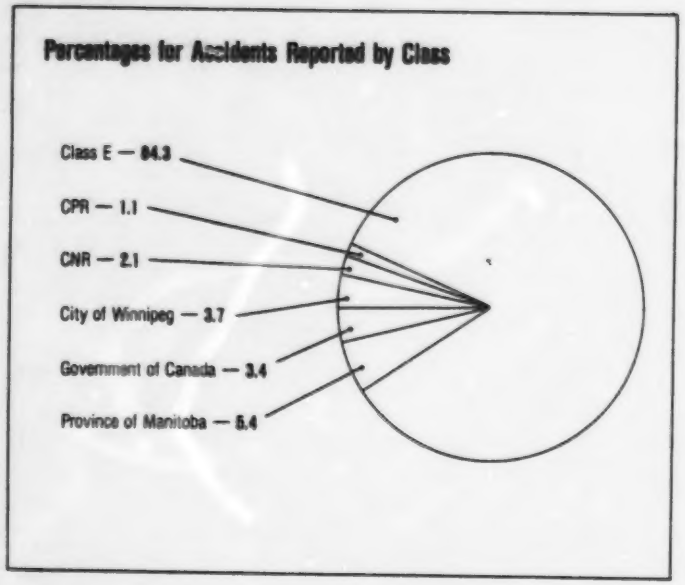

Percentages for Accidents Reported by Class
Class E — 84.3
CPR — 1.1
CNR — 2.1
City of Winnipeg — 3.7
Government of Canada — 3.4
Province of Manitoba — 5.4

FIGURE 2

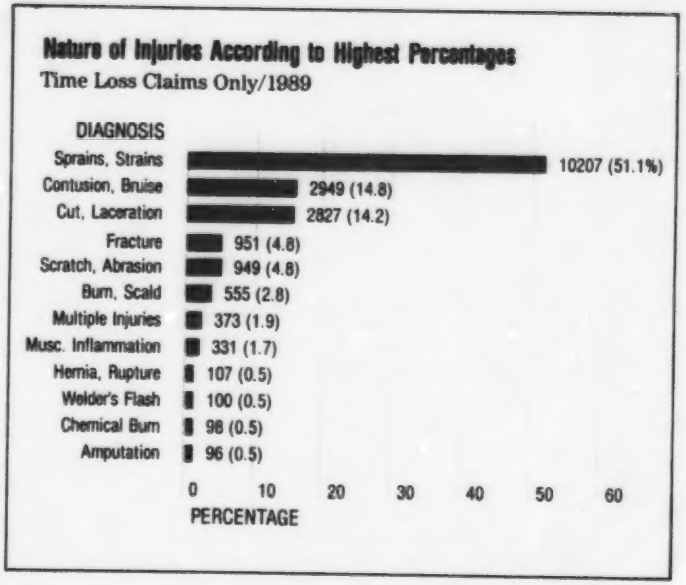


FIGURE 3

Region of Body Injured

All 1989 Reported Accidents Not Specifically Rejected

PERCENT OF CLAIMS	NUMBER OF CLAIMS	
1.69	759	Head
9.28	4161	Eye(s)
0.74	334	Hearing
1.27	568	Neck
3.08	1383	Shoulder
0.11	48	Upper Arm
0.52	235	Dorsal Spine
2.10	941	Thorax
17.25	7735	Lower Spine
1.05	472	Abdomen
7.58	3400	Lower Arm
23.73	10636	Hand
0.68	304	Pelvis
0.72	322	Upper Leg
8.94	4008	Lower Leg
5.07	2275	Foot
0.40	178	Cardio/Respiratory
0.50	225	Industrial Diseases
8.82	3957	Multiple Injuries
6.46	2896	Miscellaneous

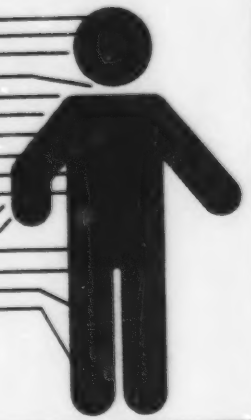
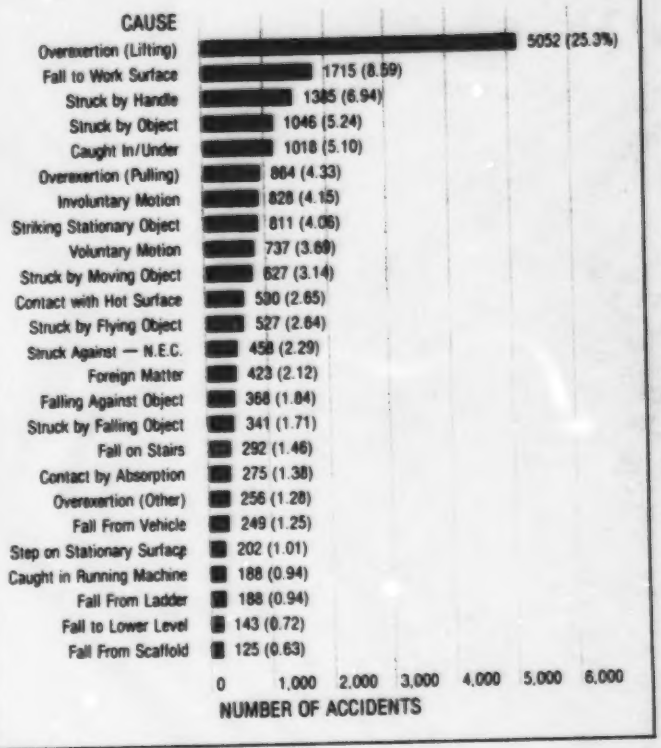


FIGURE 4

Cause of Accident

Time Loss Accidents/1989


CAUSE
Overexertion (Lifting) 5052 (25.3%)
Fall to Work Surface 1715 (8.59)
Struck by Handle 1385 (6.94)
Struck by Object 1046 (5.24)
Caught In/Under 1018 (5.10)
Overexertion (Pulling) 864 (4.33)
Involuntary Motion 828 (4.15)
Striking Stationary Object 811 (4.06)
Voluntary Motion 737 (3.69)
Struck by Moving Object 627 (3.14)
Contact with Hot Surface 530 (2.65)
Struck by Flying Object 527 (2.64)
Struck Against — N.E.C. 458 (2.29)
Foreign Matter 423 (2.12)
Falling Against Object 368 (1.84)
Struck by Falling Object 341 (1.71)
Fall on Stairs 292 (1.46)
Contact by Absorption 275 (1.38)
Overexertion (Other) 256 (1.28)
Fall From Vehicle 249 (1.25)
Step on Stationary Surface 202 (1.01)
Caught in Running Machine 188 (0.94)
Fall From Ladder 188 (0.94)
Fall to Lower Level 143 (0.72)
Fall From Scaffold 125 (0.63)
0
1,000
2,000
3,000
4,000
5,000
6,000
NUMBER OF ACCIDENTS

*N.E.C. — *Not Elsewhere Classified*

Source of Injury — Highest Percentages
Time Loss Claims Only/1989

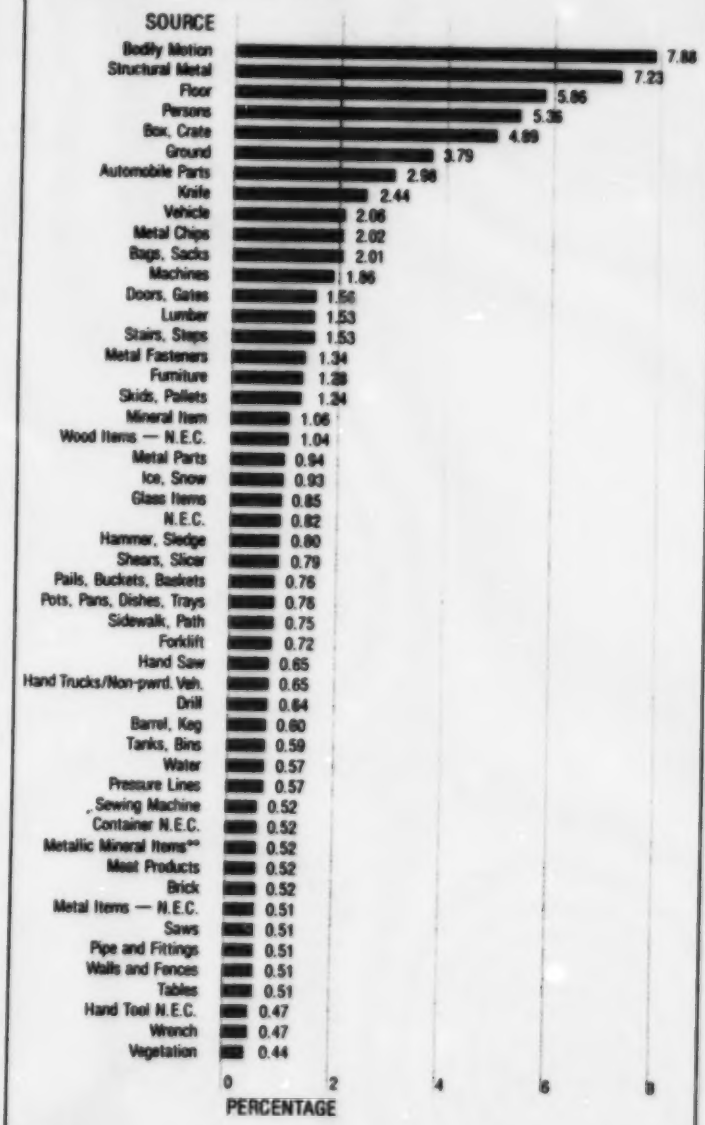


FIGURE 5

N.E.C. — Not Elsewhere Classified
***Not Specified*

FIGURE 6

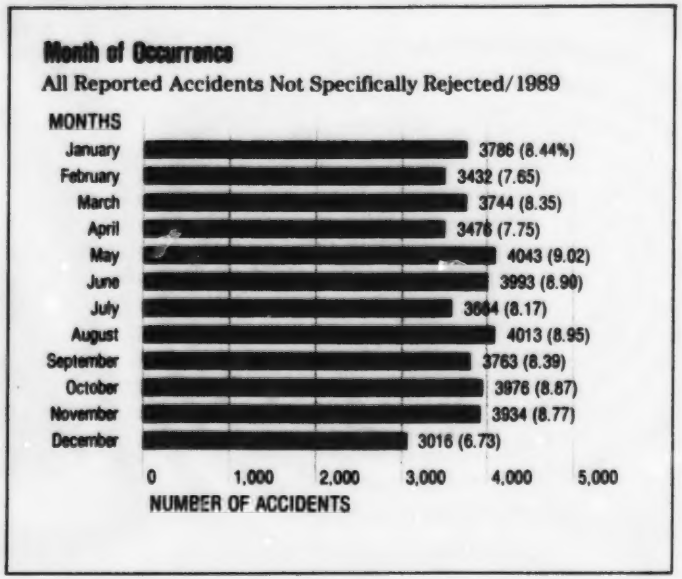


FIGURE 7

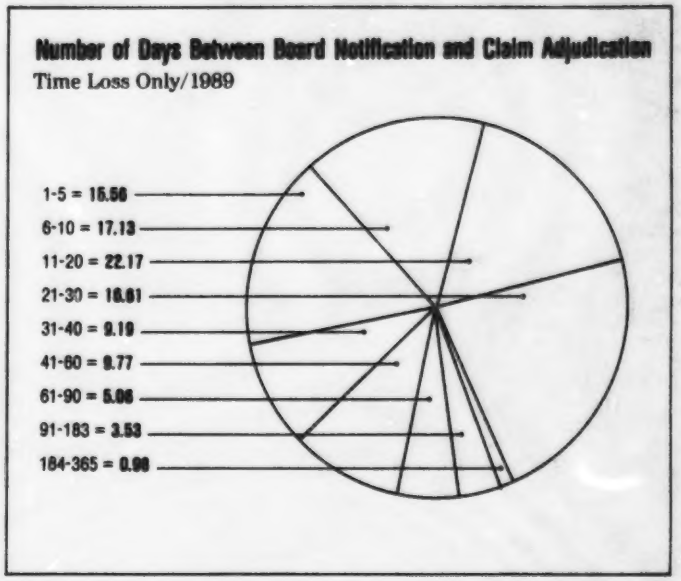
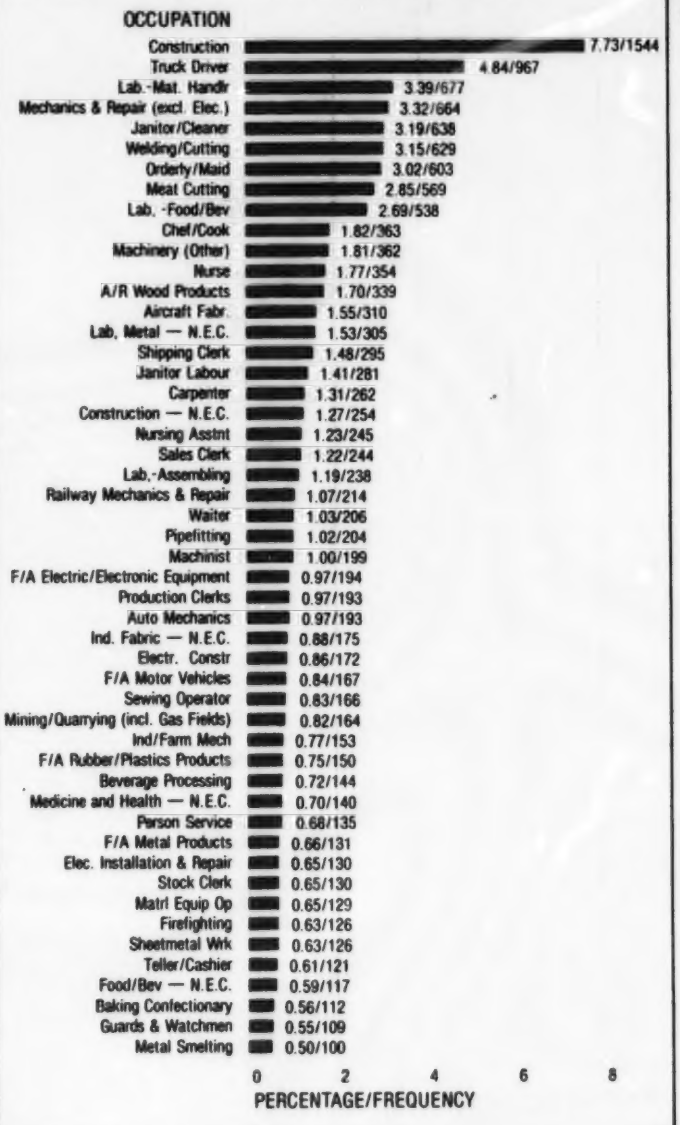


FIGURE 8

1989 Time Loss Accidents by Occupation Grouping

All 1989 Time Loss Accidents, Not Specifically Rejected



N.E.C. — Not Elsewhere Classified

TABLE 1

Accidents Reported* in 1989 by Class

Class	1989	Fatalities	1988	Fatalities
"A" Canadian Pacific Railway Co.	506	0	510	1
"B" Canadian National Railway Co.	1,052	0	953	4
"C" Province of Manitoba — Including Provincial Boards and Commissions	2,765	2	2,753	2
"D" City of Winnipeg	1,901	2	1,991	3
"E" General Body of Employers	42,998	26	44,638	35
Government of Canada	1,747	4	2,027	1
Total	51,029	34	52,872	46

* *"Reported" Accidents means reported during 1989, whether occurring in 1989 or previous years.*

TABLE 2

Compensable Accidents Settled* by Class — 1989

Under the Manitoba Act:	No Cost Claims	Medical Aid Only	Time Loss Cases							
			Number of Cases				Temporary Disability			
			Temporary Disability	Permanent Disability	Fatality	Total	Average Days Loss Per Accident 1989	Average Days Loss Per Accident 1988	Average Weekly Wage	Average Age
"A" Canadian Pacific Railway Co. and subsidiaries (including CP AIR)	122	316	86	8	0	94	48.7	49.2	550	36
"B" Canadian National Railway Co. (including Air Canada)	197	376	323	16	0	339	48.9	49.7	604	38
"C" Province of Manitoba (including Provincial Boards and Commissions)	730	846	876	24	1	901	30.0	25.2	477	38
"D" City of Winnipeg	238	577	901	15	2	918	26.4	20.1	573	37
"E" General Body of Employers**	5,528	14,969	18,056	368	17	18,441	27.3	24.5	452	34
Manitoba Act Total	6,815	17,084	20,242	431	20	20,693				
Under the Manitoba Act:										
Government of Canada	318	489	906	12	0	918	32.2	22.5	584	40
Grand Total	7,133	17,573	21,148	443	20	21,611	28.1	24.7	467	35

**"Settled" Accidents means those fully processed between January 1 and December 31, 1989, whether the accidents occurred in 1989 or prior years.*

***For listing of divisions of Class "E" Employers see Table VII. For detailed listing of Class "E" Accidents Settled see Table III.*

TABLE 3

Compensable Accidents Settled by Class* — 1989
General Body of Employers — Class "E"

Group	Rate Code**	Medical Aid Only	Time Loss Cases						
			Number of Cases				Average		
			Temporary Disability	Permanent Disability	Fatality	Total	Days Lost per Accident (Temporary Disability)	Weekly Wage	Age
Group 1 Forestry	101	15	55	4	0	59	46.6	458	35
Group 2 Mines, Quarries, and Oil Wells	201	902	434	30	2	466	27.8	799	33
	202	53	63	8	—	71	47.9	733	31
	203	44	22	3	1	26	62.7	1607	37
Group 3 Manufacturing	301	395	792	9	—	801	29.4	470	34
	302	377	639	11	—	650	23.0	519	35
	303	83	95	5	—	100	24.0	537	35
	305	38	34	1	—	35	23.4	340	29
	310	1723	2199	30	1	2230	17.2	498	34
	311	723	867	20	—	887	17.9	432	32
	312	231	59	9	—	68	45.8	739	38
	313	8	13	1	—	14	61.8	434	38
	314	699	972	25	—	997	15.4	358	32
	315	397	680	16	—	696	27.0	361	35
	316	473	514	10	2	526	22.3	397	32
	319	72	102	1	—	103	26.7	413	33
	320	272	478	3	—	481	20.3	498	33
	321	9	12	—	—	12	46.2	469	29

**Class "E" Employers refers to all industries set out in Schedule 1 of The Workers Compensation Act.*
***Specific rate codes only.*

TABLE 3 /CONTINUED

Compensable Accidents Settled by Class* — 1989

General Body of Employers — Class "E"

Group	Rate Code**	Medical Aid Only	Time Loss Cases						
			Number of Cases				Average		
			Temporary Disability	Permanent Disability	Fatality	Total	Days Lost per Accident (Temporary Disability)	Weekly Wage	Age
Group 4	401	769	974	22	2	998	37.4	527	34
Construction	402	386	423	9	1	433	23.9	613	33
	404	63	125	4	1	130	48.7	486	31
	405	12	9	1	—	10	84.7	707	36
	406	43	45	1	—	46	36.4	738	39
	407	104	154	8	—	162	42.5	647	34
	408	216	255	11	—	266	37.0	605	34
	409	158	73	5	—	78	56.7	783	38
Group 5	501	481	1080	33	2	1115	39.9	516	35
Transportation,	502	72	102	3	—	105	37.6	469	31
Communications	503	82	196	3	—	199	36.4	499	35
and Storage	505	9	2	—	—	2	1.5	381	21

**Class "E" Employers refers to all industries set out in Schedule 1 of The Workers Compensation Act.*

***Specific rate codes only.*

TABLE 3 /CONTINUED

Compensable Accidents Settled by Class* — 1989

General Body of Employers — Class "E"

Group	Rate Code**	Medical Aid Only	Time Loss Cases						
			Number of Cases				Average		
			Temporary Disability	Permanent Disability	Fatality	Total	Days Lost per Accident (Temporary Disability)	Weekly Wage	Age
Group 6 Trade	601	976	1233	11	—	1244	31.5	349	33
	602	105	62	2	—	64	29.7	278	30
	603	422	484	6	—	490	26.9	439	32
	604	828	628	15	2	645	18.3	458	32
	605	147	115	—	—	115	15.0	491	36
	607	136	91	3	—	94	21.0	332	33
	609	51	63	2	—	65	40.5	521	35
Group 7 Service Industries	701	1111	1056	11	—	1067	25.6	228	30
	702	1277	1742	8	—	1750	32.9	402	39
	703	12	11	—	—	11	4.9	344	27
	704	3	2	—	—	2	4.0	413	—
	705	34	37	2	—	39	25.6	185	32
	706	32	68	2	—	70	59.5	239	37
	707	34	56	—	—	56	18.9	295	34
	710	5	3	—	—	3	6.3	236	49
	713	3	—	—	—	—	—	—	—

"Class "E" Employers refers to all industries set out in Schedule 1 of The Workers Compensation Act.

**"Specific rate codes only.*

TABLE 3 /CONTINUED

Compensable Accidents Settled by Class* — 1989
General Body of Employers — Class "E"

Group	Rate Code**	Medical Aid Only	Time Loss Cases						
			Number of Cases				Average		
			Temporary Disability	Permanent Disability	Fatality	Total	Days Lost per Accident (Temporary Disability)	Weekly Wage	Age
Group 8	801	139	144	4	1	149	25.1	447	38
Public Administration	802	13	2	—	—	2	39.0	461	34
Group 9	901	126	110	1	—	111	35.8	311	40
Voluntary by Application	902	89	91	1	—	92	21.0	428	34
	903	80	57	1	—	58	38.6	350	37
	904	28	29	5	—	34	31.9	344	40
	905	22	22	2	—	24	18.9	291	28
	906	1	3	—	—	3	24.0	269	27
	907	16	16	—	—	16	27.7	531	29
	909	43	57	1	—	58	23.0	543	34
	911	7	8	—	—	8	19.0	315	28
	912	81	52	1	—	53	15.2	524	39
	914	1	1	1	—	2	56.0	262	—
	916	—	—	—	—	—	—	—	—
	917	6	7	—	—	7	62.8	362	34
	91A	—	—	—	—	—	—	—	—
	919	1	2	—	—	2	20.0	501	46
	921	193	303	—	—	303	37.5	454	43
	922	20	24	—	—	24	13.3	301	29

**Class "E" Employers refers to all industries set out in Schedule 1 of The Workers Compensation Act.*
***Specific rate codes only.*

TABLE 4

Accidents Settled* and Reported** — 1979-1989

	1979	1980	1981	1982	1983	1984	1985	1986	1987	1988	1989
Medical Aid Only	17,411	17,898	18,847	17,021	15,578	15,500	15,610	17,327	17,453	18,121	17,573
Temporary Disability	18,720	20,701	19,645	19,712	18,560	20,590	21,769	22,893	22,070	21,520	21,148
Permanent Disability	580	526	539	604	654	619	826	664	654	616	443
Fatality	37	38	29	21	31	27	30	35	27	25	20
Total Time Loss Claims	19,337	21,265	20,213	20,337	19,245	21,236	22,625	23,592	22,751	22,161	21,611
Total Compensable Accidents Settled	36,748	39,163	39,060	37,358	34,823	36,736	38,235	40,919	40,204	40,282	39,184
Total Accidents Reported	46,463	46,627	48,904	44,737	44,133	48,685	50,380	54,228	53,709	52,872	51,029

**Accidents Settled means those fully processed between January 1 and December 31 whether the accidents occurred in the year shown or prior years.*
***Accidents Reported means those reported during the year whether they occurred in that year or in prior years.*

TABLE 5

Fatality Cases Processed in 1989

Fatality Reported in 1989	
New claims	22
Relating to Previously Recorded Accidents	12
Fatality Claims Adjudicated in 1989	
Fatalities not accepted as the Board's responsibility	3
Fatality claims accepted	20

Disposition of Accepted Claims	
Burial and medical costs only	4
Dependent pension established	16
Widows	16
Children	4

**Refers to claims adjudicated during 1989 and includes fatalities reported in previous years.*

TABLE 6

Division of Class E Employers Detailed

Category	Code	
Category 1 Forestry, Mining, Heavy Construction, Trucking	101	Lumbering, Logging, Pulpwood Production
	201	Mining
	202	Oil Drilling, Diamond Drilling, Quarries, Water Well Drilling
	203	Contract Mining Development
	313	Operation of Sawmills
	321	Marble Works, Stone Cutting
	401	Building Construction, Painting, Plastering, Concrete Work, Flooring
	404	Roofing, Outside Sheet Metal, Work at Elevation
	405	Steel Bridge and Steel Buildings
	407	Sewer Construction, Excavation, Work Under Water, Piling
	408	Roadwork, Gravel Pits, Trenching
	409	Power Plants, Transmission Lines, Limestone, Conawapa
	501	Trucking, Street Cleaning, Garbage Removal, Fishing, Navigation
	908	Flying, Aerial Spraying
	914	Land Clearing
	917	Waste Paper Collection, Transportation of Own Goods
	919	Miscellaneous Construction
Category 2 Light Construction, Transport & Storage	402	Electric Wiring, Plumbing, Heating, Ventilation
	406	Installation of Elevators, Boilers, Heavy Machinery
	502	Operation of Grain Elevators, Custom Warehousing, Cold Storage Plants
	503	Operation of Pipelines, Oil Well Services (Above Ground), Taxis, Buses, Ambulances, Railways
	907	Surveying, Prospecting and Exploration for Minerals
	909	Air Transportation
Category 3 Food & Heavy Manufacturing	301	Packing Houses, Meat Products, Poultry Processing, Stockyards
	302	Bakeries, Food & Dairy Products
	303	Milling, Manufacture of Feed and Seed
	305	Canneries, Packaging
	310	Foundries, Rolling Mills, Machine Shops, Welding Shops, Scrap Metal Dealers, Manufacture of Vehicles, Agricultural Machinery
	904	General Farming
Category 4 Light Manufacturing	311	Tire Repairs, Auto Wrecking, Manufacture of Light Metal Products, Wooden Boxes
	312	Operation of Pulp and Paper Mills
	314	Planing Mills, Tanneries, Sash & Door Factories, Monument Dealers, Manufacture of Furniture, Concrete Blocks
	315	Printing, Engraving, Manufacture of Textiles, Petroleum Products, Stationery, Operation of Knitting Mills, Leather Goods, Jewellery
	316	Machine and Appliance Repairs, Manufacture of Mattresses, Bed Springs, Plastic Articles, Paint, Cement, Soap, Varnish, Roofing Material
	319	Upholstering, Manufacture of Wooden Articles, Cardboard & Paper Boxes, Drugs, Medicines
	320	Manufacture of Aeroplanes

TABLE 6 /CONTINUED

Division of Class E Employers Detailed

Category	Code	
Category 5 Heavy Service & Retail	604	Garages, Gas Distribution, Autobody Repairs
	605	Implement & Machinery Dealers
	607	Retail Lumber Yards
	609	Builders Supplies, Fuel Dealers
	701	Operation of Hotels, Motels, Camps, Cleaning & Dying Plants, Investigation & Security Services
	705	Supplying Manual Labour
	706	Janitorial Services, Domestics
	710	Operation of Theatres
	711	Apprentice Projectionists
	713	Funeral Homes or Undertakers
	905	Poultry Farming, Hatcheries, Nurseries, Market Gardening
	911	Window Cleaning
	918	Operation of Carnivals
Category 6 Light Service & Retail	505	Radio & Television Stations, Telephone & Telegraph Systems
	601	Retail Establishments
	602	Consumer Cooperatives
	603	Wholesale Establishments
	701	Restaurants & Catering Services
	703	Consulting Engineers & Architects, Supplying Clerical Employees
	704	Professional Inspection & Testing
Category 6 Light Service & Retail/cont'd	901	Operation of Buildings, Clubs, Rinks, Cemeteries
	902	Operation of Government Agencies, Rental of Vehicles, Equipment, Landscaping
	903	Business Offices, Sales Activities, Bowling Alleys, Welfare Agencies, Medical Labs, Beauty Parlours, Barber Shops, Union Agencies
	906	Display Advertising, Harvesting Wild Rice, Chemical Spraying
	910	Operation of Film Exchanges
	916	Land Surveying
	922	Federal Employment Programs
Category 7 Public Sector	702	Operation of Hospitals, Nursing Homes, Senior Citizens Homes
	707	Day Care Centres
	801	Municipal Operations
	802	Volunteer Firefighters & Volunteer Ambulance Service Members
	912	Universities
	921	Operation of Schools

TABLE 7

Payroll Statements for 1988*

Class		
"A" Canadian Pacific Railway Company	$	93,409,626
"B" Canadian National Railways		134,442,741
"C" Province of Manitoba:		
Manitoba Telephone System		145,139,781
Manitoba Government		536,844,508
Manitoba Liquor Control Commission		13,518,816
Manitoba Hydro		154,900,000
Workers Compensation Board		7,917,027
Manitoba Public Insurance Corporation		35,592,262
"D" City of Winnipeg		348,700,158
"E" General Body of Employers**		4,987,540,758
Total		**$6,518,005,677**

** 1989 payroll figures are not available until mid-1990.*
*** Registered employers (including independent contractors) as of December 31, 1989 were 19,624 (1988 — 19,813)*

TABLE 8

Class "E" Employers Assessment Statistics 1980-1989

Year	Number Registered	Assessable Payrolls ($ millions)	Assessments ($ thousands)	Average Assessment Revenue per $100 of Payroll
1989	19,624	$5,097*	$115,858*	2.273*
1988	19,813	4,987	120,310	2.412
1987	20,104	4,825	98,621	2.004
1986	19,000	4,576	76,438	1.670
1985	19,531	4,261	58,897	1.382
1984	19,097	4,003	44,124	1.110
1983	18,939	3,643	32,713	.898
1982	18,891	3,436	28,242	.822
1981	18,921	3,260	28,983	.889
1980	18,375	2,892	25,966	.898

** Estimated amounts – final 1989 payroll figures will not be available until mid-1990.*

TABLE 9

Special Coverages by Application — Approved 1989

Type	Number
Air Transport	3
Amusement Arcade	2
Apartments (Bus. Blocks, Banks, Churches & Other Bldg. Care & Maint.)	33
Auctioneering	1
Audio Visual Production	5
Beauty Parlor, Barber	6
Beekeeping	2
Bowling & Billiards	1
Building Construction on Indian Reserve	1
Building Construction, etc. (Not Elsewhere Classified)	3
Business Offices	29
Cartage Trucking (Reporting on Behalf of Owner Operators)	1
Catalogue Sales	1
Chemical Spraying	5
Clubs (Priv., Golf & Country, Curling, Legion, Comm., Lawn Bowling, etc.)	20
Construction Sewer Water on Indian Reserve	1
Driving School	1
Employment Office	2
Farming: General	51
Dairy	7
Poultry	3
Stock & Hog Farms, Cattle Ranches & Feed Lots	3
Flying	1
Harvesting	1
Health Spa	1
Land Clearing	5
Landscaping	16
Lighting Maintenance	1
Market Gardening	2
Nursery	2
Operation of Buildings	9
Operation of an Indian Reserve	1
Personal Coverage	518
Pet Grooming	1
Photofinishing	1
Provincial Government Agency	1
Rental of Equipment	2
Research Association	4
Resident Member of Family Coverage	144
Resorts (no overnight accommodation)	1
Restaurant Operations (Food Festival)	1
Sales Activities	34
Sales Office	1
Schools	3
Social Services	16
Survey, Exploration & Prospecting	3
Testing Labs	1
Union Agency	4
Vermin Extermination	1
Warehouse & Storage (own goods — industry not under Act)	2
Window Cleaning	4
Total	**962**